Hytera

SmartDispatch

User Manual

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Documentation Information

This section describes the conventions and revision history of this document.

Documentation Conventions

Instructional Icons

Icon	Description
Tips	Indicates information that can help you make better use of your product.
Note	Indicates references that can further describe the related topics.
Caution	Indicates situations that could cause data loss or equipment damage.
Warning	Indicates situations that could cause minor personal injury.
Danger	Indicates situations that could cause major personal injury or even death.

Notational Conventions

Convention	Description
“ ”	The quotation marks enclose the name of a software interface element. For example, click “OK”.
Bold	The text in boldface denotes the name of a hardware button. For example, press the **PTT** key.
->	The symbol directs you to access a multi-level menu. For example, to select “New” from the “File” menu, we will describe it as follows: “File -> New”.

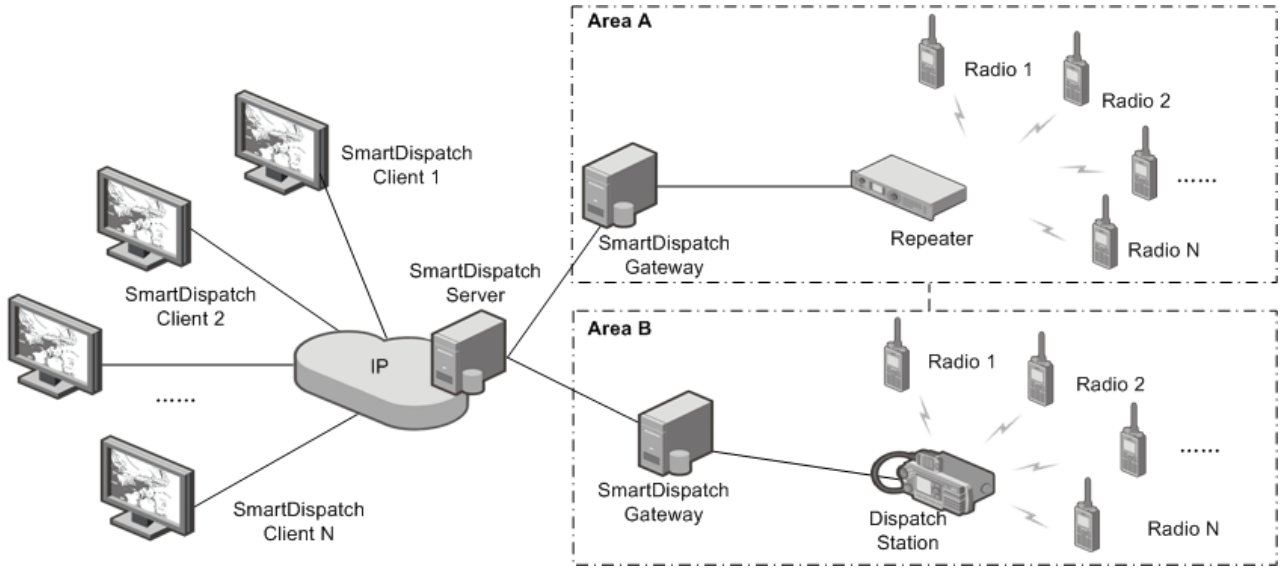
Revision History

Version	Release Date	Description
06(V4.0)	11-2013	● Added new functions, including Telemetry, Over the Air Programming (OTAP), Overspeed Alarm, Disable/Enable the unknown radio and Export in History Track. ● Modified the operations including sending a message to a radio and transferring a telephone call to a radio. ● Optimized the map toolbar so it can be hidden.
05 (V3.6)	01-2013	● Updated the Reset Tracking interface.

		● Added a button in the map toolbar. ● Updated the Message interface.
04 (V3.5)	11-2012	● Added repeater and Point of Interest (POI) operation.
03 (V3.0)	09-2012	● Added new functions, including Administrative Dispatch, Audio Link, Phone Interconnect, Dispatcher Intercom, Email Access and Remote Monitor. ● Updated the Authority Management feature.
02 (R2.5)	04-2012	● Added new functions, including Geofencing Alarm, Enable/Disable, Emergency Alarm, Record playback, History Track Query and Playback. ● Added descriptions on enquiry of geofencing alarm records and emergency alarm records.
01 (R2.0)	08-2011	Initial release

1. Product Overview

SmartDispatch is an integrated and modular dispatch system based on the Client/Server architecture, which facilitates the construction of a complex dispatch system. It consists of the SmartDispatch Client, SmartDispatch Gateway, SmartDispatch Server, repeater, dispatch station and radio. SmartDispatch provides capabilities such as radio dispatch, GPS location, telephone interconnection, text and voice communication, making the dispatching process most efficient.



2. Dispatch

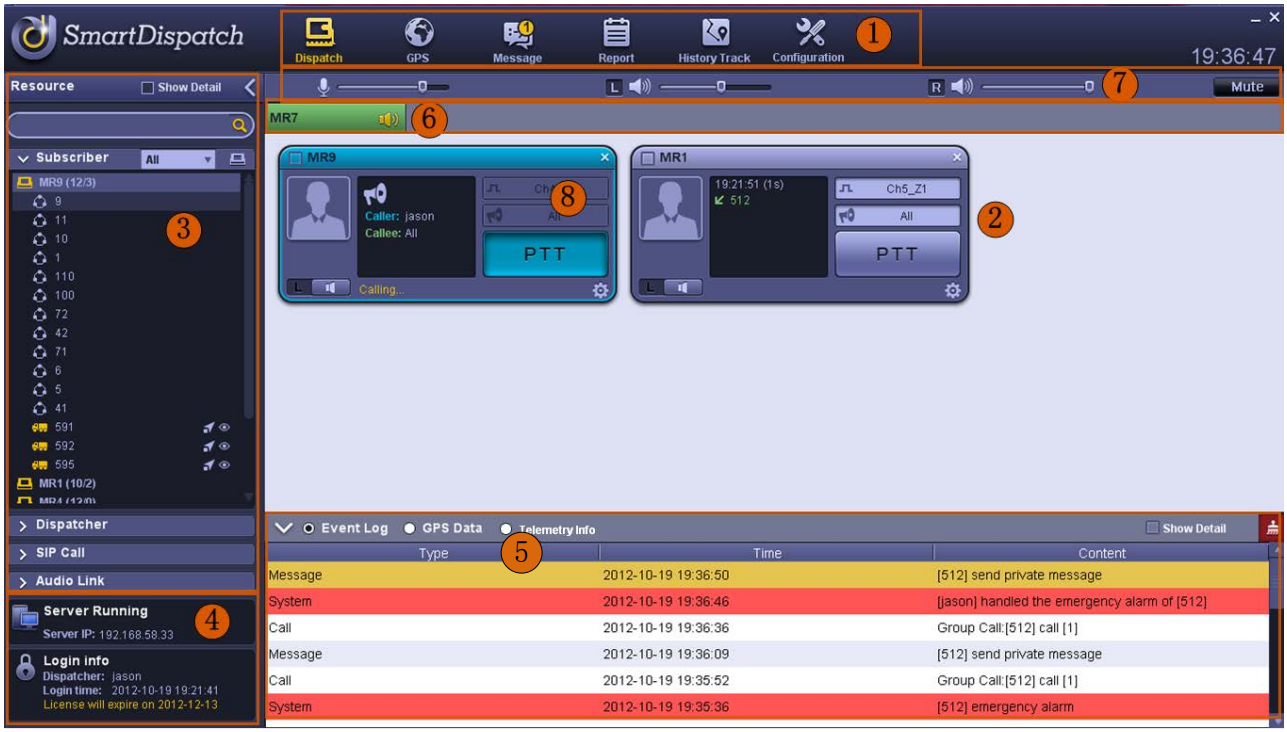
The “Dispatch” tool at the top of the main window provides interface for voice communication with you, displays the real-time status of the subscriber, and more. If you get the recording License, SmartDispatch can automatically record the call. Thus you can retrieve and replay the call recording.

2.1 Dispatch Window Overview

The interface is illustrated as below.

Note

The “Configuration” menu will only be available for the administrator.

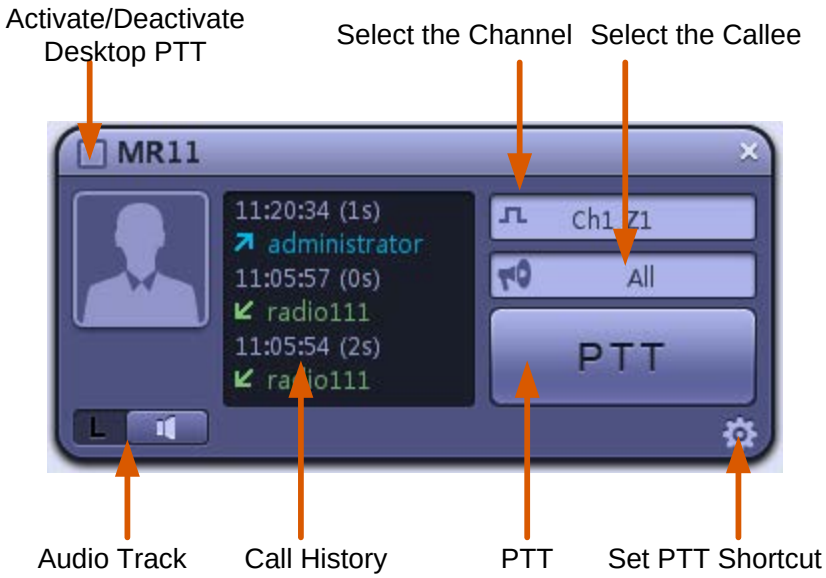


No.	Name	No.	Name
1	Main Menu	5	Logs Pane
2	Operation Pane	6	Call Status Bar
3	Navigation Pane	7	Volume Bar
4	Status Bar	8	Call Pane

2.1.1 Call Pane

In the call pane, you can select the channel, called party or audio track, initiate a call, view the call

history, and set the PTT shortcut.



2.1.2 Navigation Pane

You can view all available subscribers, groups and dispatchers from the navigation pane.

No.	Name	No.	Name
1	Search Bar	5	Show Detail Option
2	Subscriber	6	Dispatcher
3	Filter	7	SIP Call
4	Sort by Type	8	Audio Link

2.1.3 Volume Bar

You can increase or decrease the microphone volume via the volume bar on the top of the main window. To select the audio track, you should go to the call pane.

- : To adjust the microphone volume, move the slider on the .
- : To adjust the volume for the left audio track, move the slider on the .

- : To adjust the volume for the right audio track, move the slider on the .
- : To mute all sounds, click .

To select the audio track in the call pane, do as follows:

- : To select the left audio track, click .
- : To select the right audio track, click .

2.2 Adding a Subscriber to the Operation Pane

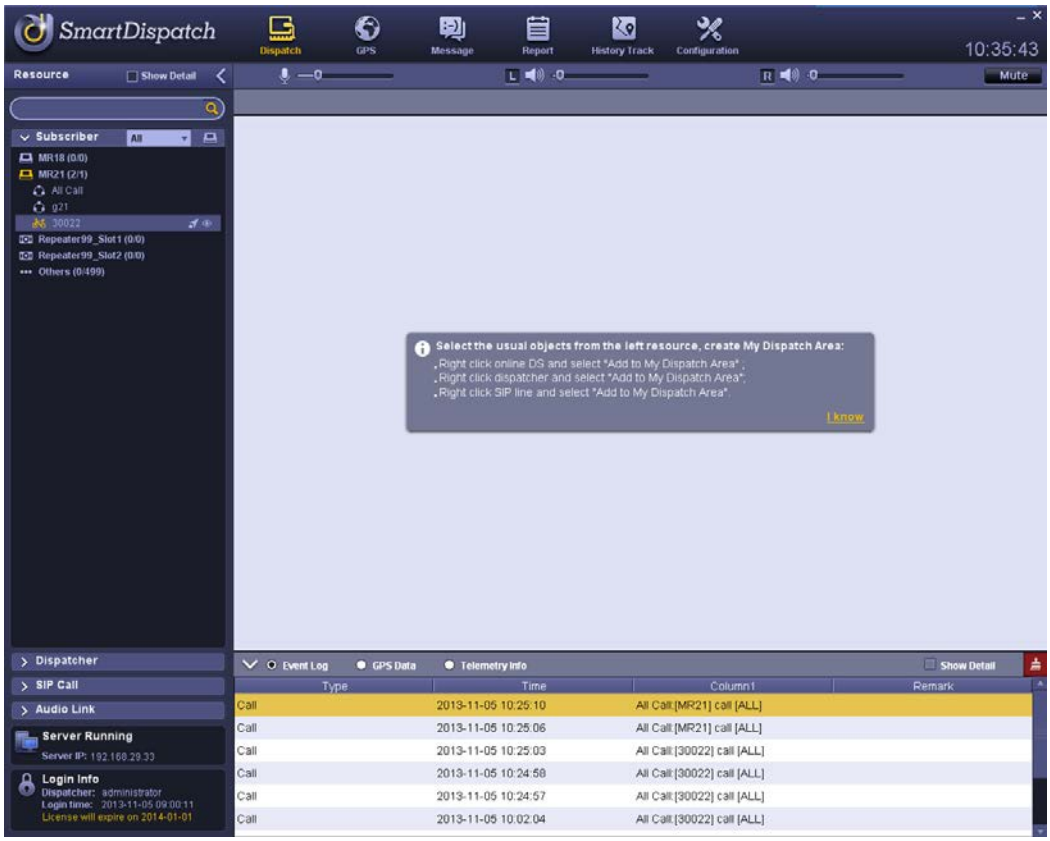
You can add the dispatch station, repeater, or dispatcher to the operation pane for easy operation and management.

The following describes how to add a dispatch station to the operation pane.

Note

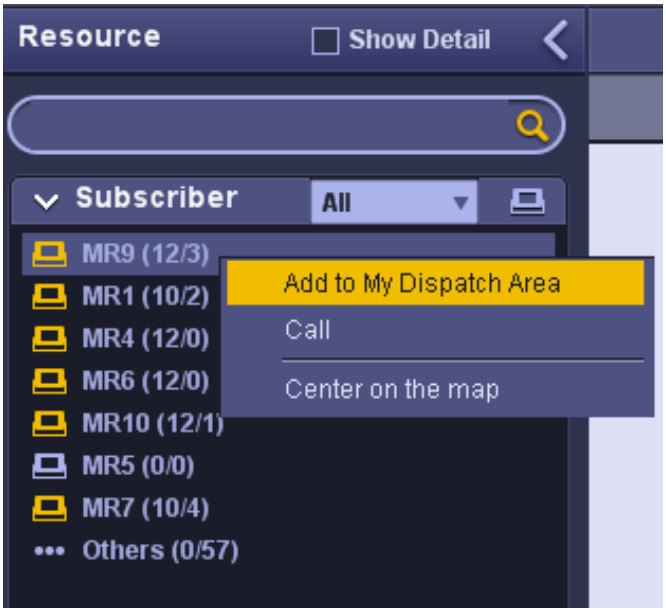
The “Configuration” menu will only be available for the administrator.

Step 1 Click “Dispatch” at the top of the main window, and go to “Resource -> Subscriber” in the left navigation tree. Then select the dispatch station.



Step 2 Right-click the dispatch station and select “Add to My Dispatch Area”.

If the dispatch station is offline, its icon color will turn grey (e.g.). You can not use the offline dispatch station for dispatch purpose, even if you add it to the operation pane.

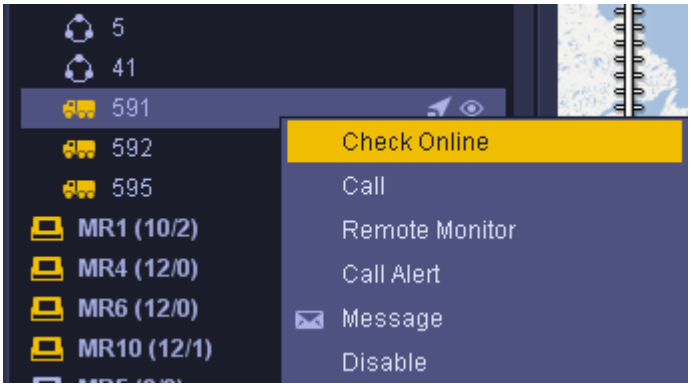


2.3 Checking the Subscriber Presence

You can check whether the subscriber is online.

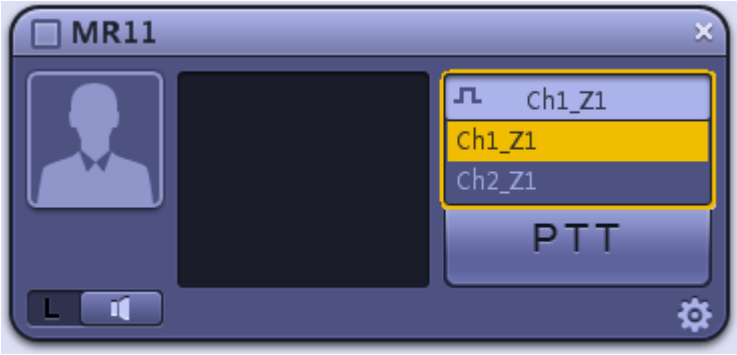
Step 1 Click “Dispatch” at the top of the main window, and go to “Resource -> Subscriber” in the left navigation tree. Then select a subscriber.

Step 2 Right-click this subscriber and select “Check Online”. The check result will appear in the operation pane, and then disappear automatically after two seconds.



2.4 Changing the Channel

You can change the channel in the call pane before making a call. Please note that indicates the digital channel and indicates the analog channel.

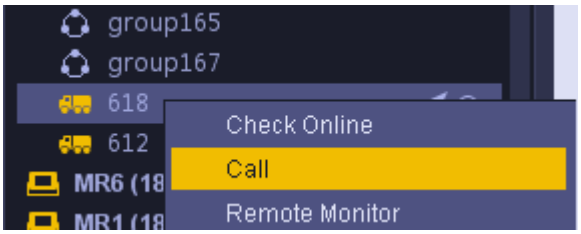


2.5 Making a Private Call

To make a private call, do as follows:

- Method one

  Search out the subscriber in the search bar, or pinpoint it in the subscriber list, and then right-click this subscriber and select “Call”.



- Method two

  In the call pane, select the subscriber and click “PTT”.

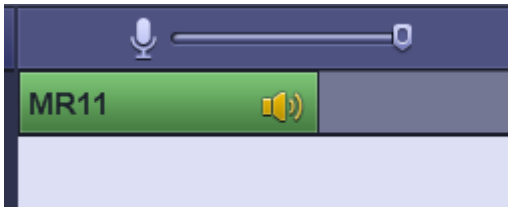
  If you fail to make a call, you need to check whether the “Private Call” feature is activated. If not, follow steps in *Section 7.4.2 Call Settings* to activate it.

Click “PTT” to end this call. If the call is timeout, it will be terminated automatically.

2.6 Receiving a Private Call

When a private call arrives, SmartDispatch will automatically receive it and the call alert will appear in the

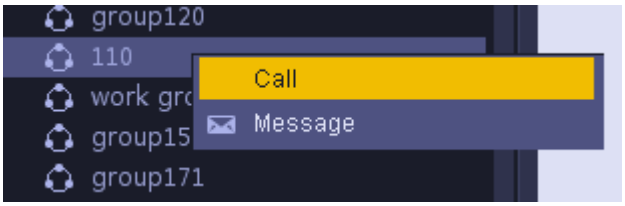
call status bar.



2.7 Making a Group Call

To make a group call, do as follows:

Search out the group in the search bar, or pinpoint it in the subscriber list. Then right-click this group and select “Call”.



Click “PTT” to end this call. If the call is timeout, it will be terminated automatically.

2.8 Receiving a Group Call

When a group call arrives, SmartDispatch will automatically receive it and the call alert will appear in the call status bar.

2.9 Making an All Call

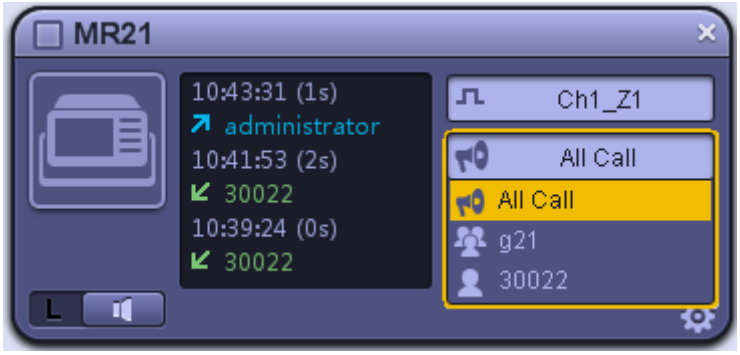
You can make a call to all subscribers in the same area.

- Method one:

  In the subscriber list, right-click “All Call” and select “Call”.

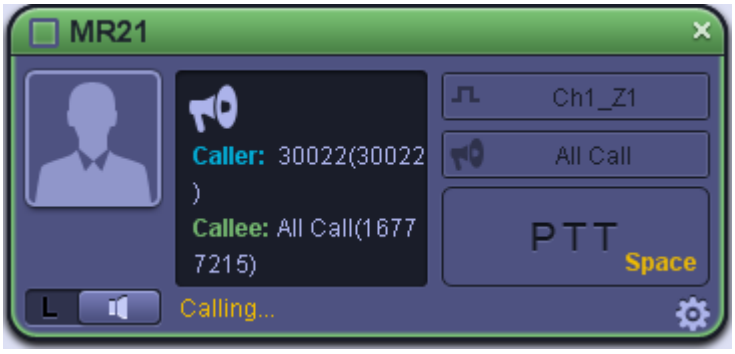
- Method two:

  In the call pane, select “All Call” and click “PTT”.



2.10 Receiving an All Call

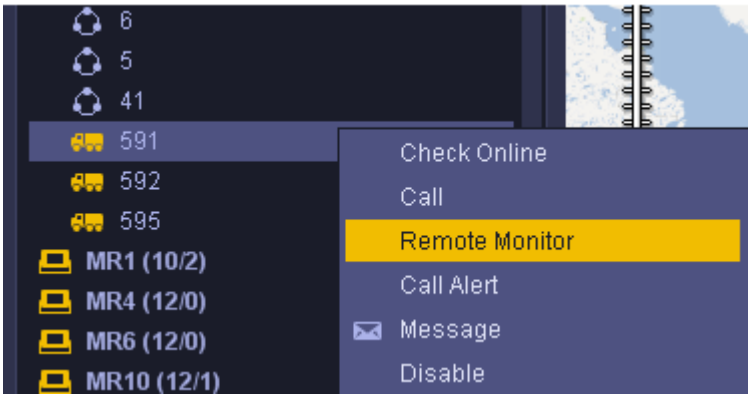
When an all call arrives, SmartDispatch will automatically receive it and the call alert will appear in the call status bar.



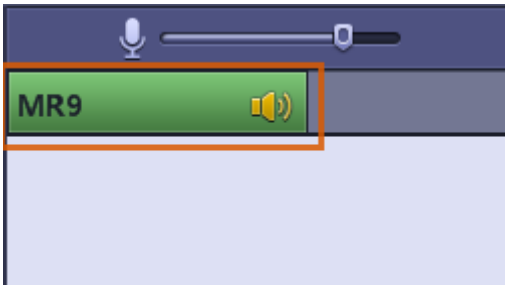
2.11 Performing the Remote Monitor

You can listen to a subscriber secretly without being noticed.

Search out the subscriber in the search bar, or pinpoint it in the subscriber list, and then right-click the subscriber and select “Remote Monitor”.



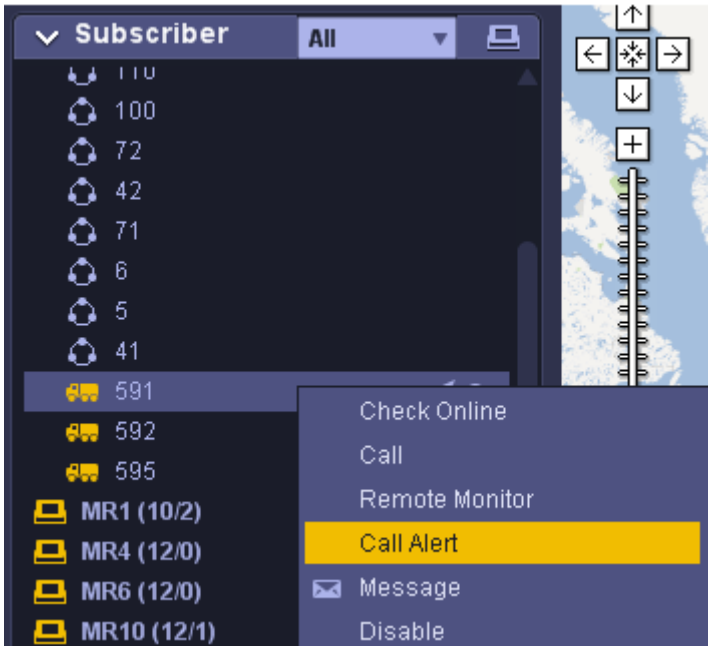
The icon appears in the call bar as shown in the following figure. In this case, the dispatcher can hear all voice communications this subscriber participates in.



2.12 Making a Call Alert

If you fail to call a subscriber, you can send a Call Alert to remind him/her to call back.

Search out the subscriber in the search bar, or pinpoint it in the subscriber list, afterwards right-click the subscriber and select “Call Alert”. When the subscriber receives the Call Alert, both the alert message and alert tones will be given.

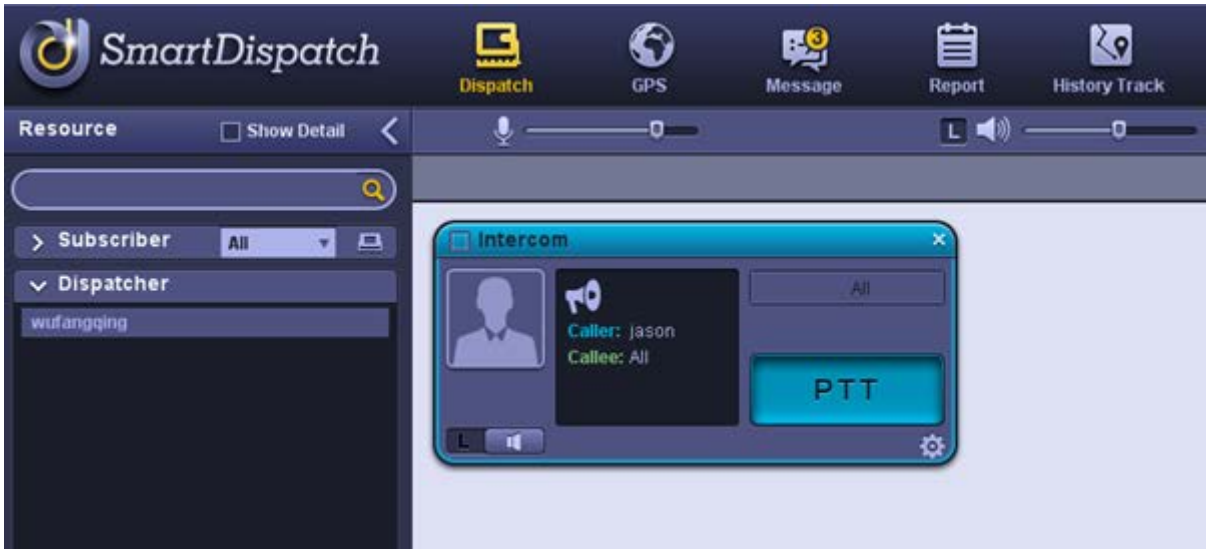


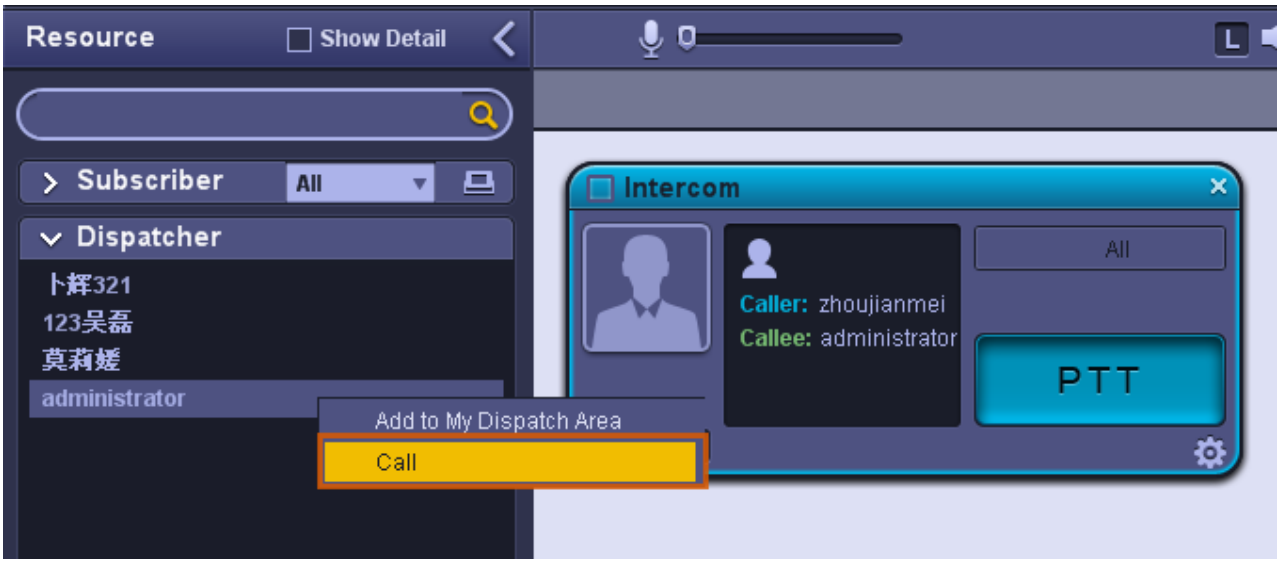
2.13 Making an Intercom Call

The dispatcher can communicate with each other.

To make an intercom call, do as follows:

Go to “Resource -> Dispatcher” in the left navigation tree, and right-click the dispatcher and select “Call”.





The calling party can end the call by clicking “PTT”.

Note

- You can directly make a call to another dispatcher in the “Intercom” pane.
- Only the calling party and the administrator are capable of disconnecting the intercom call.

2.14 Making or Receiving a Telephone Call

2.14.1 Transferring a Telephone Call to a Radio

When a telephone subscriber intends to make a call to a radio subscriber, he/she needs to ask the dispatcher to redirect this call to the radio subscriber. In addition, the dispatcher is required to switch the talking party during the call.

Two transferring methods are available:

The telephone initiates the call, and the call request will be first sent to the SmartDispatch; when you put through the call, you will transfer it to the radio to let them communication.

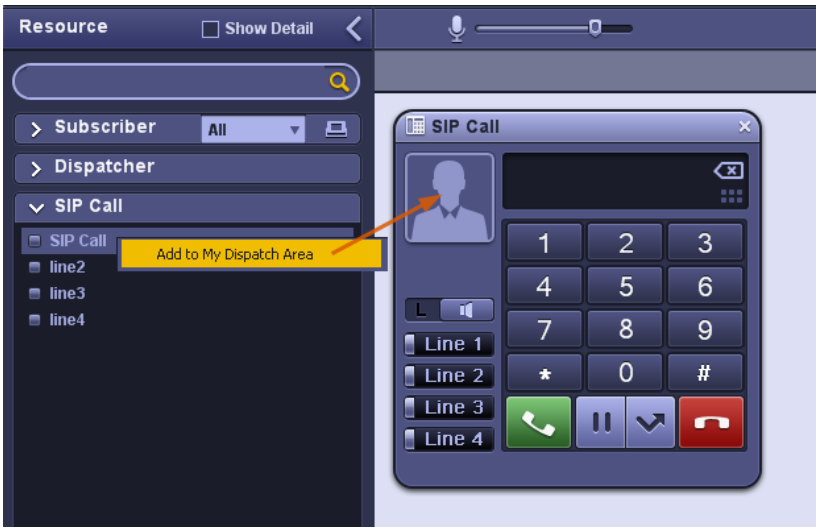
The SmartDispatch will call the SIP phone first. When the call is established, you will forward it to the radio.

Caution

During the call, the telephone subscriber should press the pound key (#) to indicate that he/she has finished talking. Then the radio subscriber is allowed to press and hold the **PTT** to talk. For example, during the ongoing call between radio subscriber A and telephone subscriber B, when subscriber B finishes talking, he/she needs to press the pound key (#). Then subscriber A can press and hold **PTT** to talk. This time period is programmable. If A fails to talk within the preset time, B will get back the talk right to talk again.

Step 1 Go to “Resource -> SIP Call” in the left navigation tree. Then the “SIP Call” pane appears.

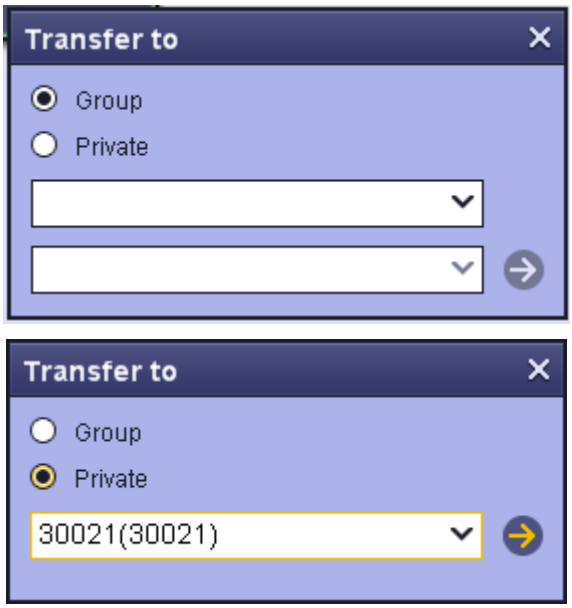
Step 2 Right-click the “SIP Call” and select “Add to My Dispatch Area”.



Step 3 Click when you hear the phone ring (the ring sounds when the call request from telephone reaches the SmartDispatch).

If the SmartDispatch calls the telephone first, enter the phone number in this window and click to make the call.

Step 4 After the call is established, the dispatcher clicks to transfer this call. Then select the appropriate radio subscriber who needs to receive this call, and click . In this case, the dispatcher can hear the communication between the telephone subscriber and radio subscriber.



2.14.2 Making a Call from a Radio to a Telephone

If the radio subscriber intends to initiate a call to a telephone subscriber, he/she should send a text message including the telephone number to SmartDispatch, which then establishes a call with the telephone.

Step 1 Edit the text message including the prefix (SIP :) and the telephone number, for example, SIP: 1743.

Step 2 Send the message to SmartDispatch.

2.15 Performing the Audio Link

You can patch different dispatch stations in different areas in one network for intercommunication.

When the radio is busy, it can not receive the call from the audio link mode. Meanwhile, if you select the “DSs transfer the calls to one DS”, multiple radios might make a call to one radio. At this time, this radio will handle the first call it receives. There are three modes for audio link:

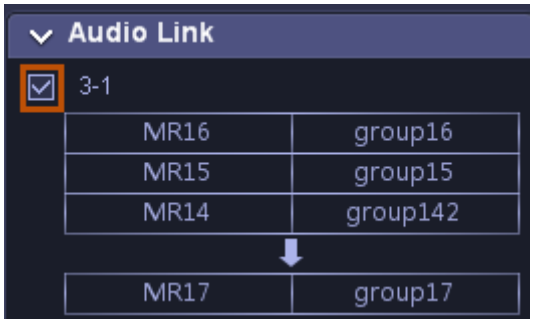
- DSs transfer the calls to each other: The radio or group between areas can communicate with each other.
- Many DSs transfer the calls to one DS: The call from different dispatch stations in multiple areas can be redirected to one dispatch station in one designated area. For example, the radio or group in different dispatch stations in multiple areas can communicate with that in one dispatch station in one designated area. Please note that only one terminal or group will respond to the call in this mode.

- One DS transfers the calls to many DSs: The call from one dispatch station in one designated area can be redirected to multiple dispatch stations in multiple areas. For example, the radio or group in one dispatch stations in one designated area can communicate with that in different dispatch stations in multiple areas. Please note that multiple terminals or groups will respond to the call in this mode.

Step 1 Go to “Resource -> Audio Link” in the left navigation tree, and the “Audio Link” pane will appear.

Step 2 Set the audio link rule. After you set the audio link rule, terminals in different dispatch stations can communicate with each other.

For example, if you select the “Many DSs transfer the calls to one DS” mode, groups in MR14, MR15 and MR16 can communicate with those in MR17.



2.16 Setting the PTT Shortcut

You can define a key on the keyboard of the computer as the PTT shortcut.

Open the call pane and click , then select “PTT Shortcut”; afterwards define a specific key and click “OK” to finish.

2.17 Disabling /Enabling a Radio

2.17.1 Disabling /Enabling an Included Radio

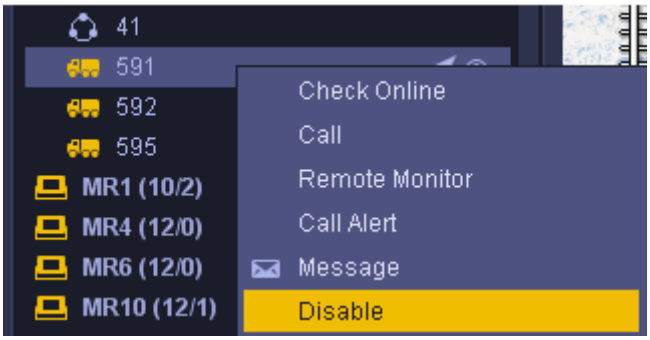
The included radio indicates the radio added into the dispatch list via the “Radio Management”.

If a radio is lost, you can disable it for secure communication. Thus the disabled radio is incapable of any operations except the GPS data transmission.

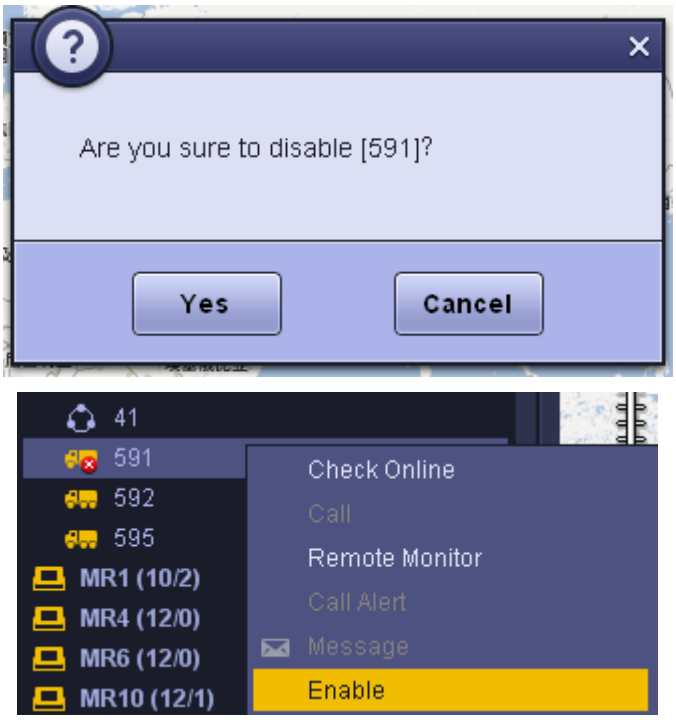
The disabled radio can be restored to normal operation only if you send the Enable command to it successfully.

Step 1 Select the terminal in the “Subscriber” list.

Step 2 Right-click this terminal and select “Disable”.



Step 3 Click “OK”. After you send the Disable command to the radio, this radio will receive the alert message and the menu option in the SmartDispatch is also changed from “Disable” to “Enable”.



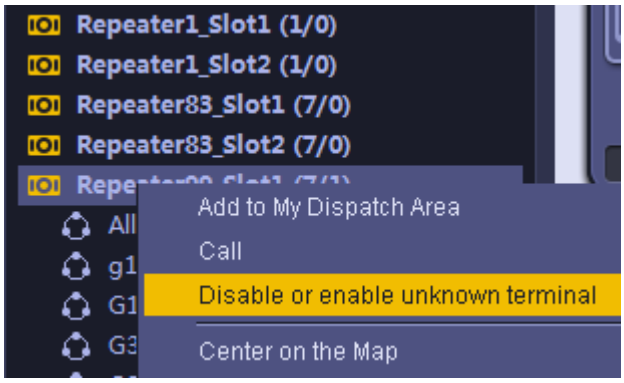
2.17.2 Disabling /Enabling an Unknown Radio

The unknown radio means the radio which is not included in the dispatch list. If such radios interferes the communications, you can disable them to clear the interference.

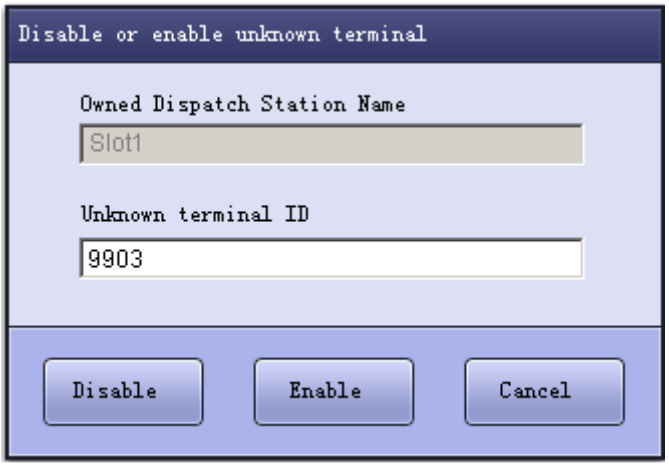
Step 1 When a call from an unknown subscriber arrives, it will be displayed in the interface as below. For example, an unknown subscriber (radio ID: 9903) is calling the dispatcher through “Repeater99_Slot1”.

Step 2 Click the prompt to view the subscriber information in the pop-up window.

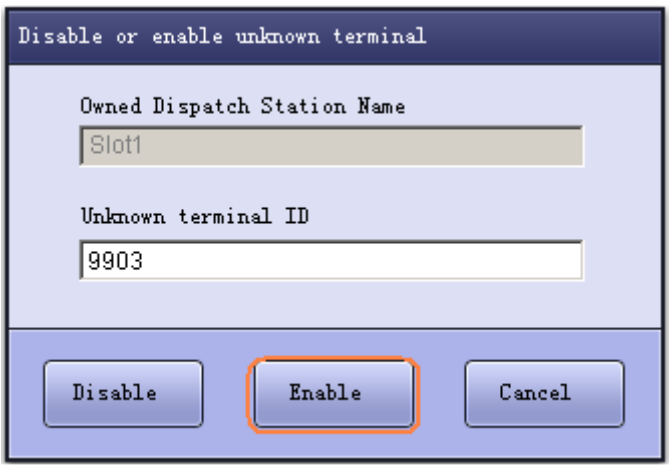
Step 3 Right-click the dispatch station or repeater corresponding to the unknown radio. Then select "Disable the Unknown Terminal".



Step 4 Click the ID of the unknown radio and then click "Disable".



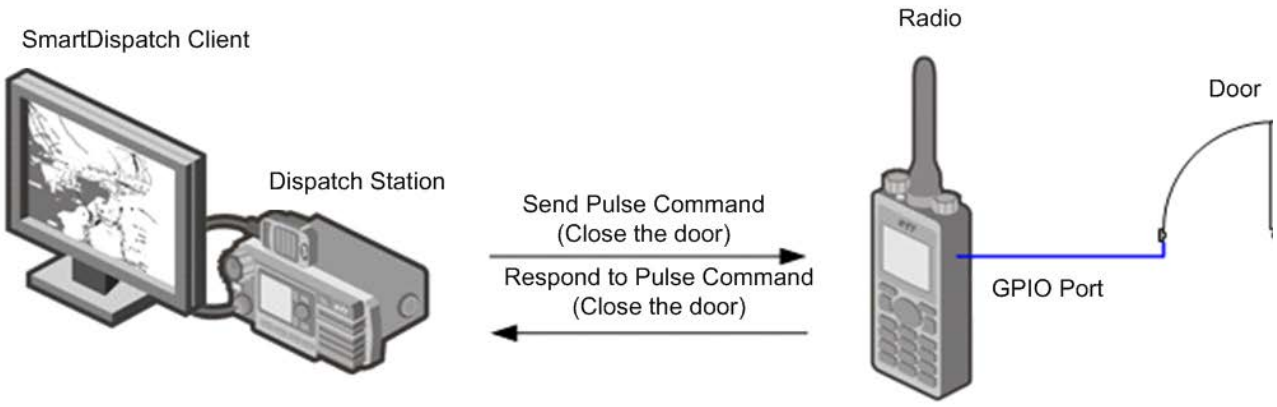
Step 5 By clicking "Enable", you can enable the radio again.



2.18 Telemetry

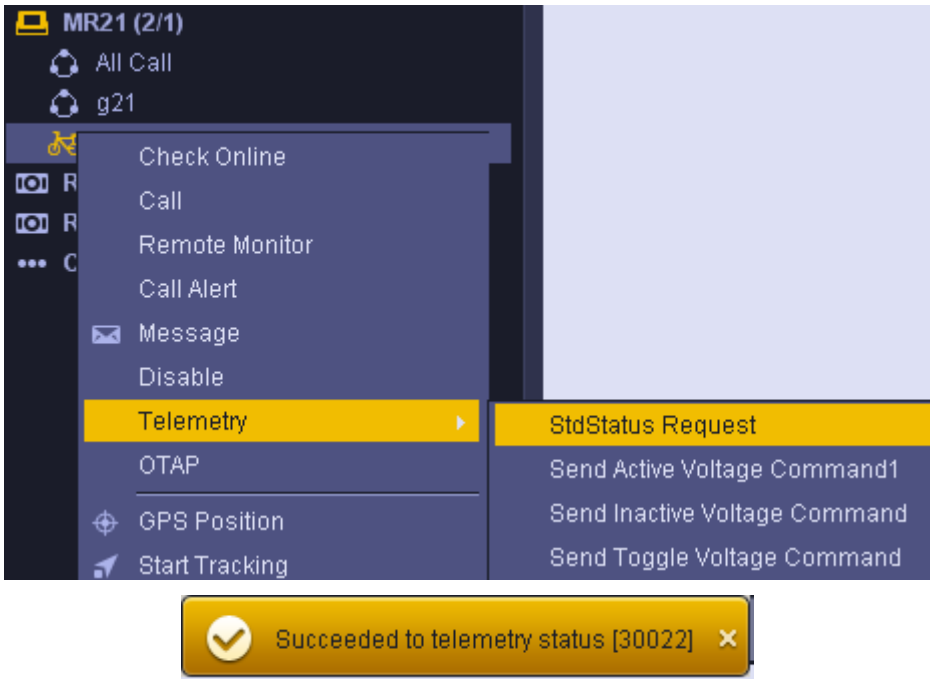
Via the SmartDispatch Client, you can remotely monitor the status of the external device connected to the radio, as well as controlling it.

To apply the Telemetry feature, you should connect the monitored device to the GPIO port of the radio, define the telemetry commands in the SmartDispatch Client and enable the radio in the CPS for responding to the commands. See the corresponding Configuration Guide.



Send the telemetry command in this method via the SmartDispatch Client:

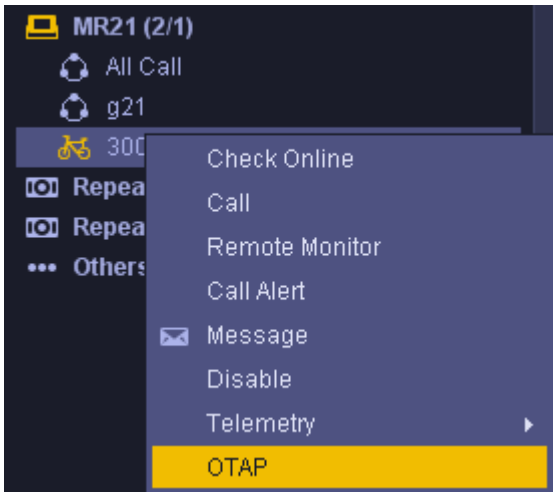
Search or directly select the radio which is connected to the monitored device in the left navigation tree. Right-click the radio icon to select the command (e.g.: Std Status Request). The enquiry result will be displayed.



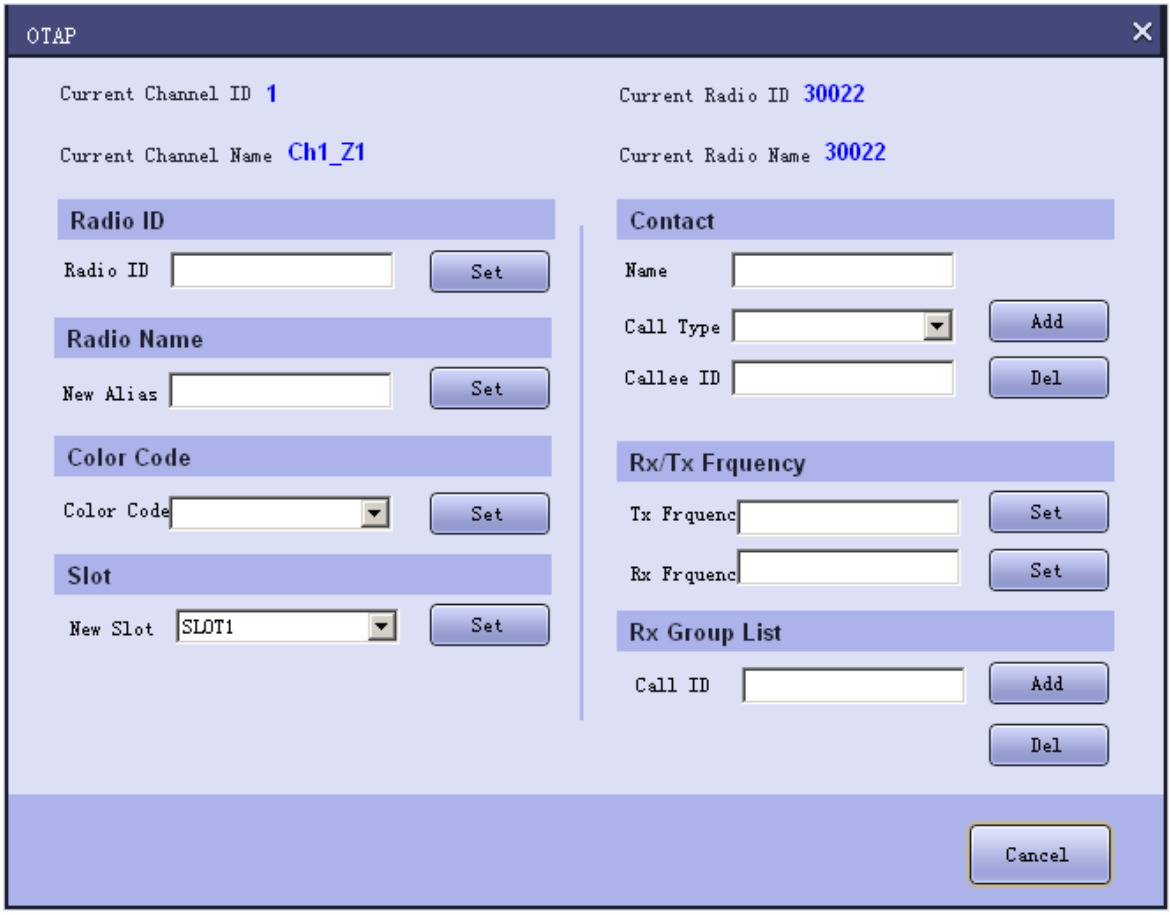
2.19 Over the Air Programming (OTAP)

You can use the OTAP feature to remotely program part of the radio features via the SmartDispatch Client.

Step 1 Search or directly select the radio in the left navigation tree, right-click it and select “OTAP”.



Step 2 Edit the parameters of the radio in the pop-up window.



Parameter	Description
Radio ID	Sets the call ID of the radio through which the radio will be identified in calls and message services. This ID must be unique.
New Alias	Sets the new alias of the radio.
Color Code	Sets the color code of the radio. Without the identical color codes, the radios will not be able to communicate with each other.
New Slot	Sets the slot for radio communications. TDMA scheme is applied to divide the 12.5KHz channel into two consecutive slots. Either slot can be used for communication and data transferring. SLOT1: Slot 1 is used for transmitting and receiving in Repeater mode and for receiving signals from repeater in Direct mode. ● SLOT2: Slot 2 is used for transmitting and receiving in Repeater mode and for receiving signals from repeater in Direct mode.

Parameter	Description
	● PSEUDO TRUNK: Both slots can be used simultaneously for communication or data transfer in Direct and Repeater modes. And in Repeater mode, the slot is alternative
Name	Sets the contact name.
Call Type	Sets the call type.
Callee ID	Sets the contact's ID.
Tx Frequenc	Sets the transmission frequency of the radio.
Rx Frequenc	Sets the receipt frequency of the radio.
Call ID	Sets the Rx group ID. Be sure to add into the list the ID of the group call which the radio needs to receive.

2.20 Receiving an Emergency Alarm

SmartDispatch can automatically receive the emergency alarm from the radio.

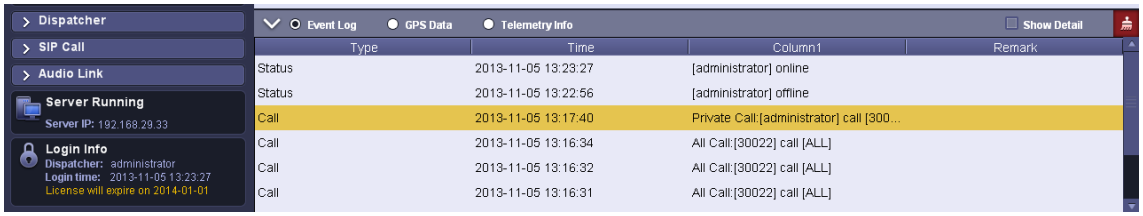
When the radio triggers an emergency alarm, the alert message will appear on the main window. By clicking "Take" it means the dispatcher is informed of the emergency; and clicking "Handle" indicates the dispatcher has handled the emergency. This message will not disappear until the dispatcher handles this alarm and clicks "Handle".

2.21 Viewing Event Logs /GPS Data /Telemetry Info

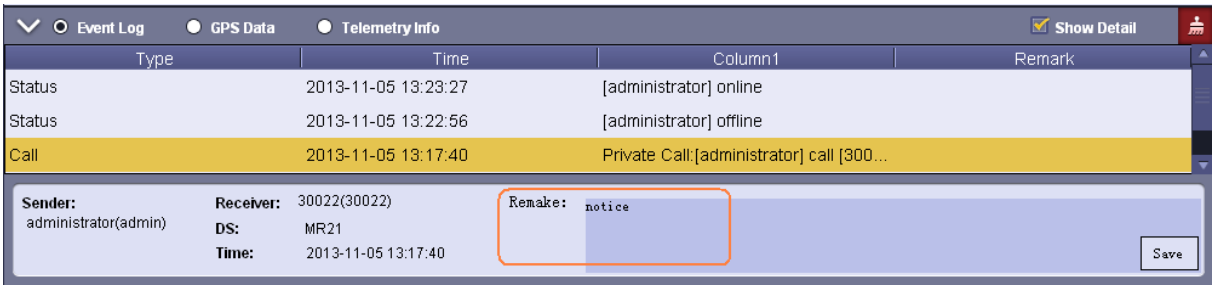
You can view all communication events and GPS data.

You can click to show the information list and click to hide the list.

- Select the "Event Log" option and view all system logs, such as radio event, dispatcher activities, etc. To view the details, select "Show Detail" in this pane. Click to clear the information.



- After “Show Detail” is selected, you can add remarks to the selected log.



- Select the “GPS Data” option and view the GPS data. Click to clear the information.
- Select “Telemetry Info” to view the telemetry information of the radio, such as the voltage status of its VIO port. Click to clear the information.

3. GPS

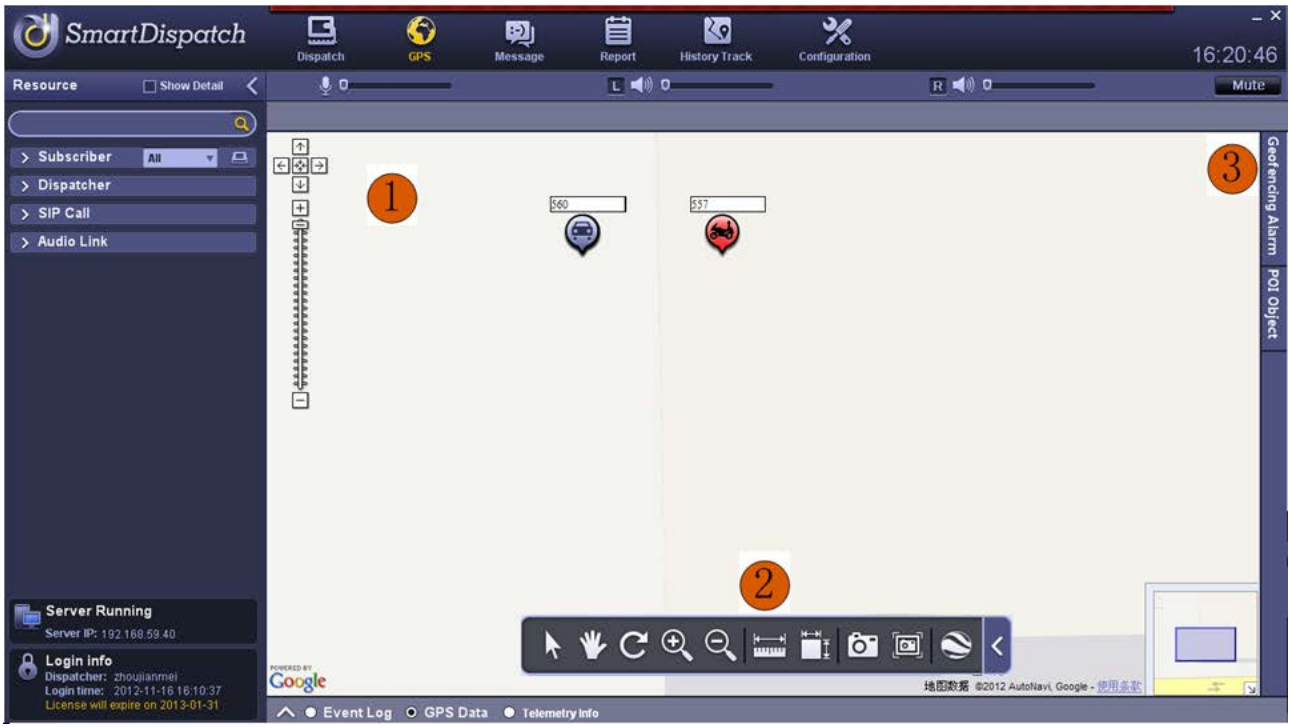
The “GPS” tool at the top of the main window provides interface for monitoring and tracking the subscriber’s location.

3.1 GPS Window Overview

The GPS window is illustrated as below.

Note

The “Configuration” menu will only be available for the administrator.



No.	Name	No.	Name
1	Map	2	Toolbar
3	Geofencing Alarm / POI Object	/	/

3.2 Positioning a Subscriber

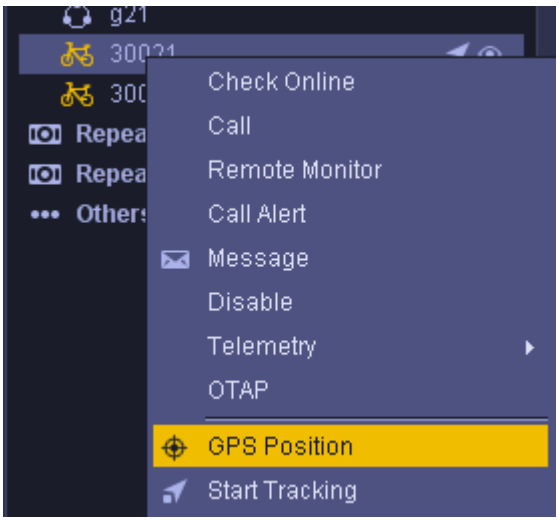
You can view the real-time location of a radio within the specified area on the map.

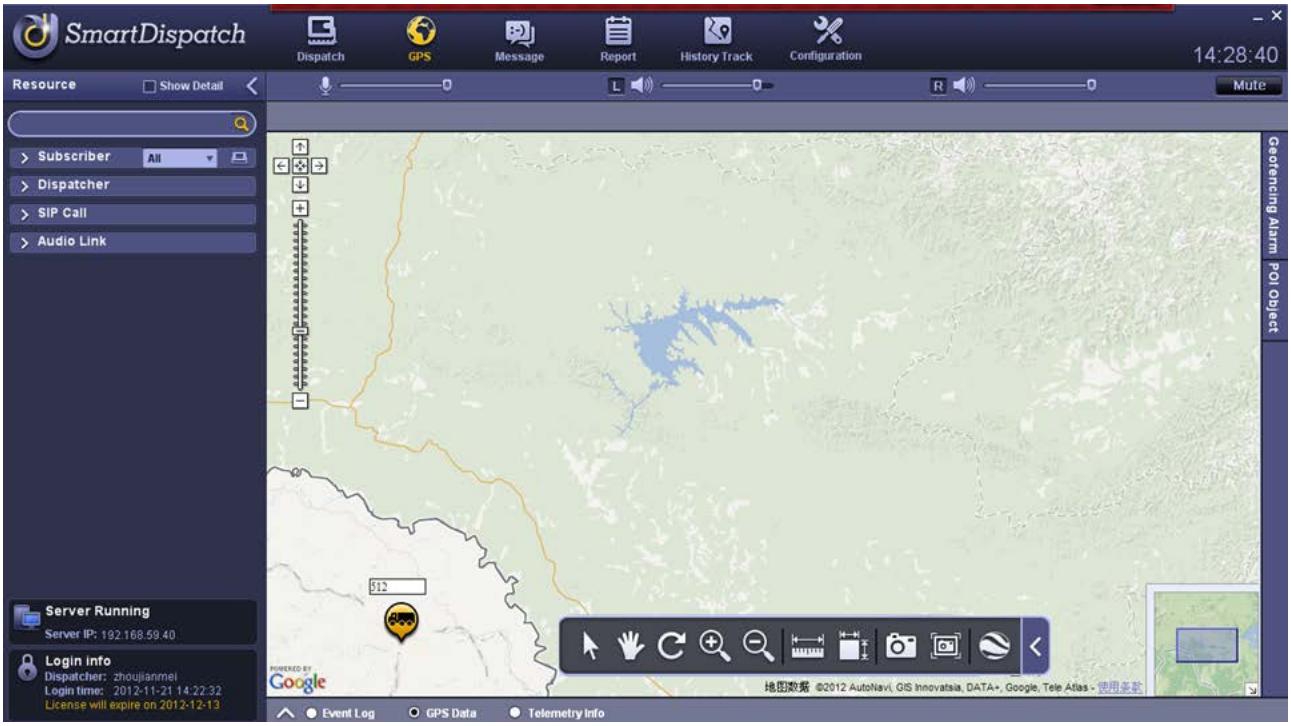
Please note that the radio with GPS module must be online and has searched out the GPS signal.

To locate a radio, do as follows:

Go to “Resource -> Subscriber” in the left navigation tree, and select the radio, afterwards right-click this

radio and select “GPS Position”. The radio will appear on the map and its location data will be displayed in the “GPS Data” pane.





3.3 Tracking a Radio

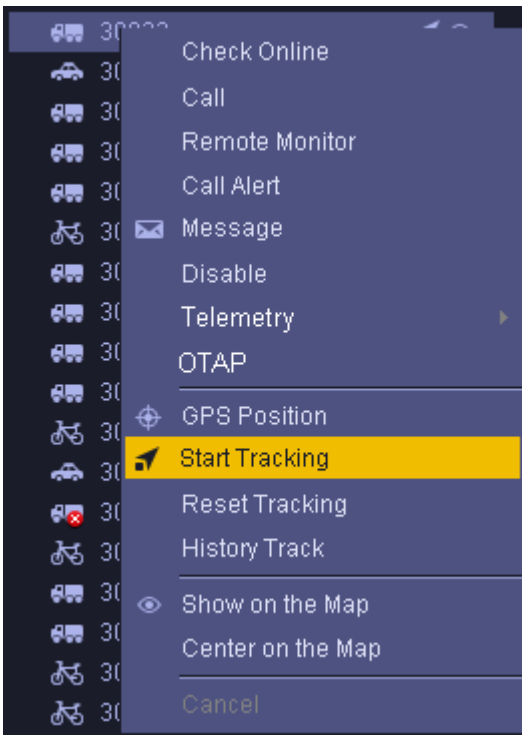
You can view the location and movement route of a radio in a real-time way.

Once the radio with GPS module turns on within the dispatch area, its location and movement track will appear on the map.

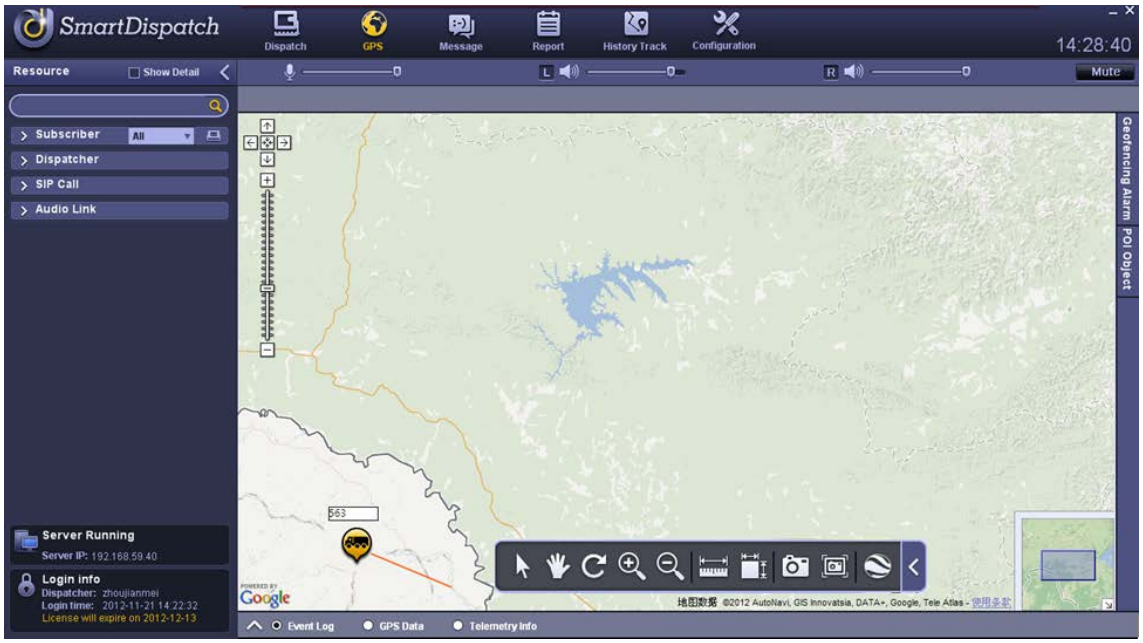
To track a radio, do as follows:

Go to “Resource -> Subscriber” in the left navigation tree, and select the radio, then right-click this radio

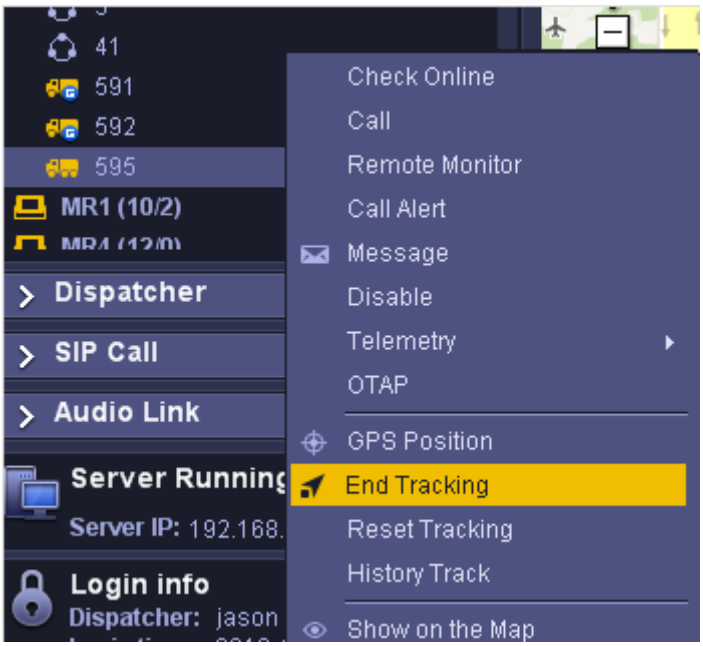
and select “Start Tracking”, or directly click the . After this feature is activated, the radio position will be refreshed on the map at a regular interval.



OR

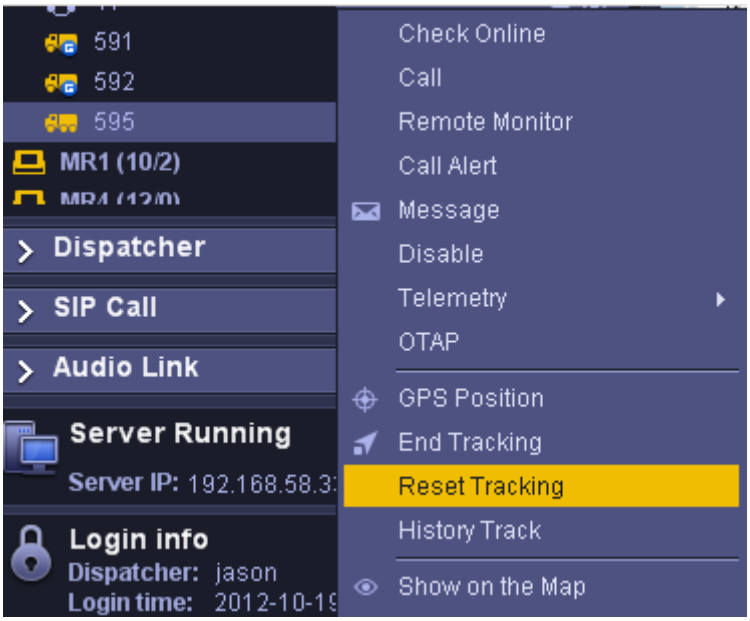


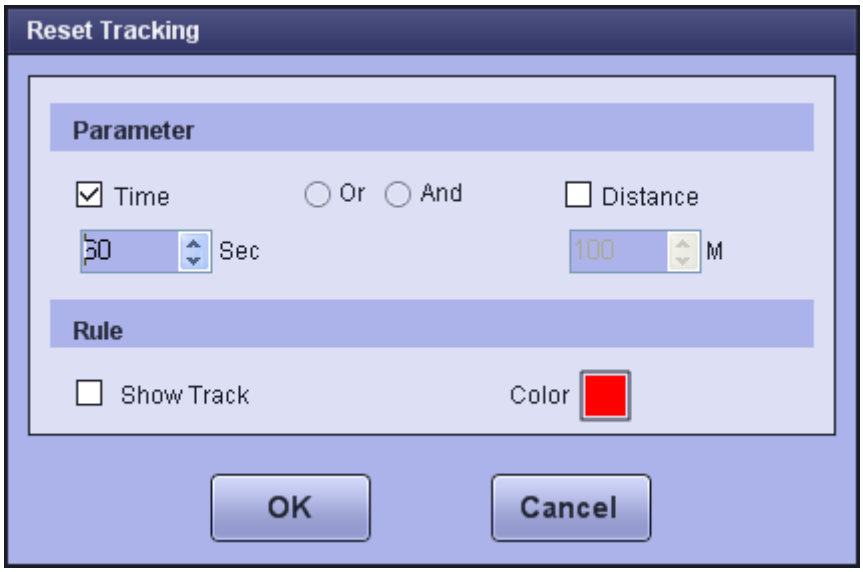
To stop tracking, go to “Resource -> Subscriber” in the left navigation tree, and select the radio. Then right-click this radio and select “End Tracking”.



To set the tracking parameter, do as follows:

Go to “Resource -> Subscriber” in the left navigation tree, and select the radio. Then right-click this radio and select “Reset Tracking”. Finally set all parameters and click “OK” to finish.





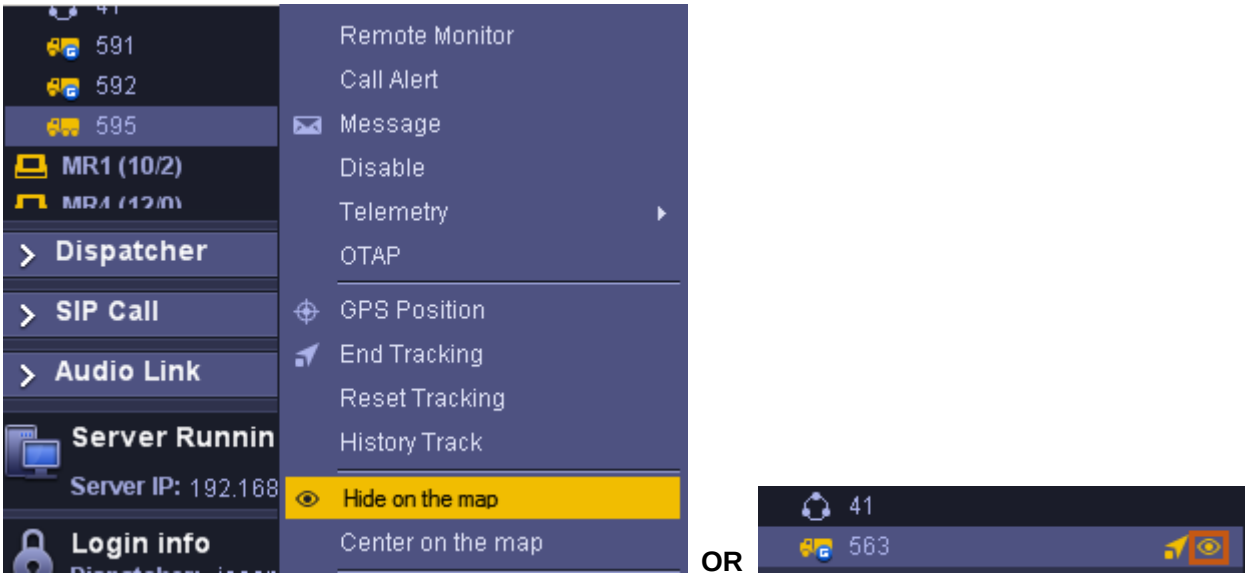
Parameter	Description
Parameter	
Time	Sets the time interval of GPS polling.
Sec	
Or	When you select the “Time” and “Distance” simultaneously, the “Or” and “And” will be available. ● Or: indicates that any of the condition is met. In other words, the GPS data is transmitted to the SmartDispatch system by either time interval or distance interval. ● And: indicates that all conditions are met. In other words, the GPS data is transmitted to the SmartDispatch system by both time interval and distance interval.
And	
Distance	Sets the distance interval of GPS polling.
M	
Rule	
Show Track	Sets whether the movement track of the subscriber is displayed in the tracking mode.
Color	Sets the color of the movement track.

3.4 Hiding the Subscriber on the Map

You can hide the subscriber on the map according to your actual needs.

To hide a subscriber on the map, do as follows:

Go to “Resource -> Subscriber” in the left navigation tree, and select the radio, then right-click this radio and select “Hide on the map”. Or directly click the .

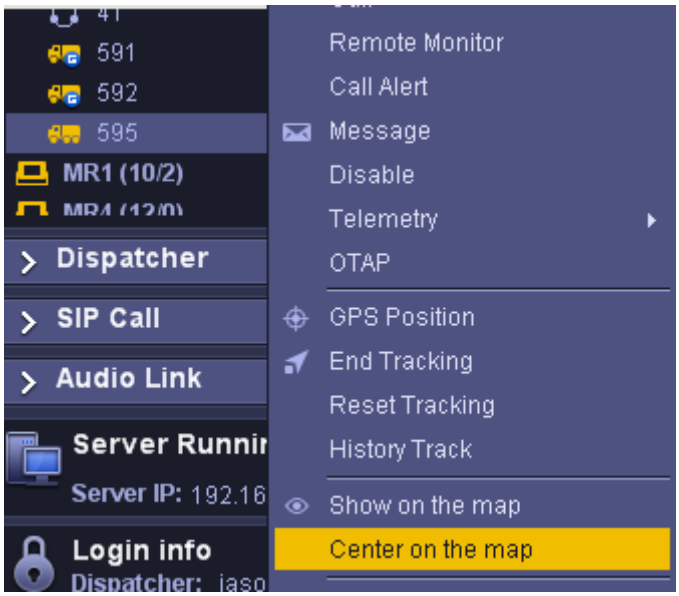


3.5 Centering the Subscriber on the Map

You can center the subscriber on the map according to your actual needs.

To center a subscriber on the map, do as follows:

Go to “Resource -> Subscriber” in the left navigation tree, and select the radio, then right-click this radio and select “Center on the map”.



3.6 Toolbar on the Map

The toolbar provides shortcuts for some regularly used commands.

Note

The previous records on the map will be cleared automatically as soon as you click any other button.

You can click to hide the toolbar and click to show it.

Icon	Function
Select	Displays the coordinates of the subscriber.
Pan	Moves the map in any direction.
Refresh	Refreshes the map.
Zoom in	Magnifies the map. Double-click the left mouse button to zoom in the map quickly.
Zoom out	Broadens the viewing area of the map. Double-click the right mouse button to zoom out the map quickly.
Measure Distance	Calculates the distance from one location to another on the map. Left-click the mouse to select the start point and destination point.
Measure Area	Measures the area on the map. Left-click the mouse to define an area.

Icon	Function
Save the current view	Saves a certain area of the map. Every time you open the map, it will appear exactly as it was saved.
Back to the saved view	Shows the previously saved region on the map.
Export to Google Earth File	Exports the map containing the subscribers' location to the ".kml" file that you can view in Google Earth.

3.7 Setting the Geofencing Alarm

Once the subscriber enters or exits the designated region, SmartDispatch will automatically send the alert message to him/her. Meanwhile, the icon of this subscriber on the map will turn red, and the corresponding event log in red will be displayed.

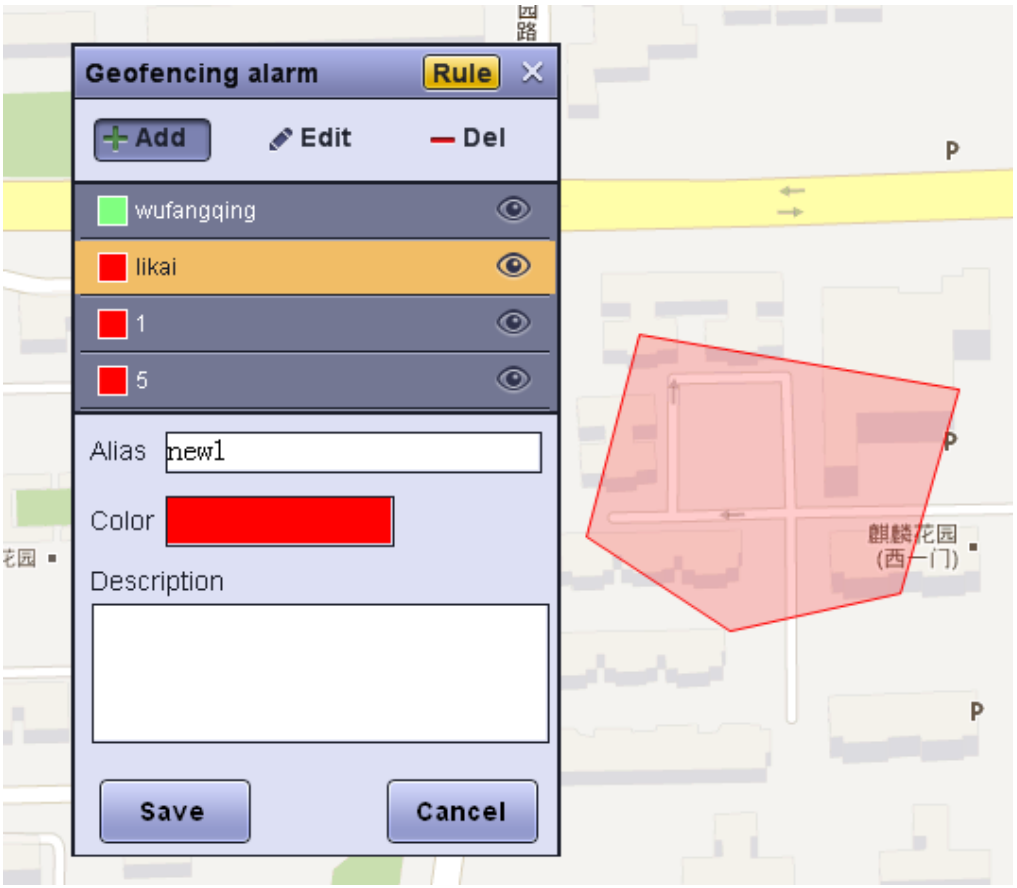
After the geofencing alarm is canceled, the subscriber will also receive the alert message.

When you open the "Geofencing Alarm" pane, you can add, edit or delete the rule and region.

3.7.1 Adding a Region

Step 1 Click "Geofencing Alarm" on the rightmost side of the map, and the "Geofencing Alarm" pane will appear.

Step 2 Click and draw a region on the map.



Step 3 Enter the alias for this region and the related information, and set the color, finally click “Save”.

3.7.2 Editing a Region

Step 1 Click “Geofencing Alarm” on the rightmost side of the map, and the “Geofencing Alarm” pane will appear.

Step 2 Select the region and click to enter the following pane.

Step 3 Modify the parameters and click “Save” to finish.

3.7.3 Deleting a Region

Step 1 Click “Geofencing Alarm” on the rightmost side of the map, and the “Geofencing Alarm” pane will appear.

Step 2 Select the region and click .

Step 3 Click “Yes” in the pop-up dialog to finish.

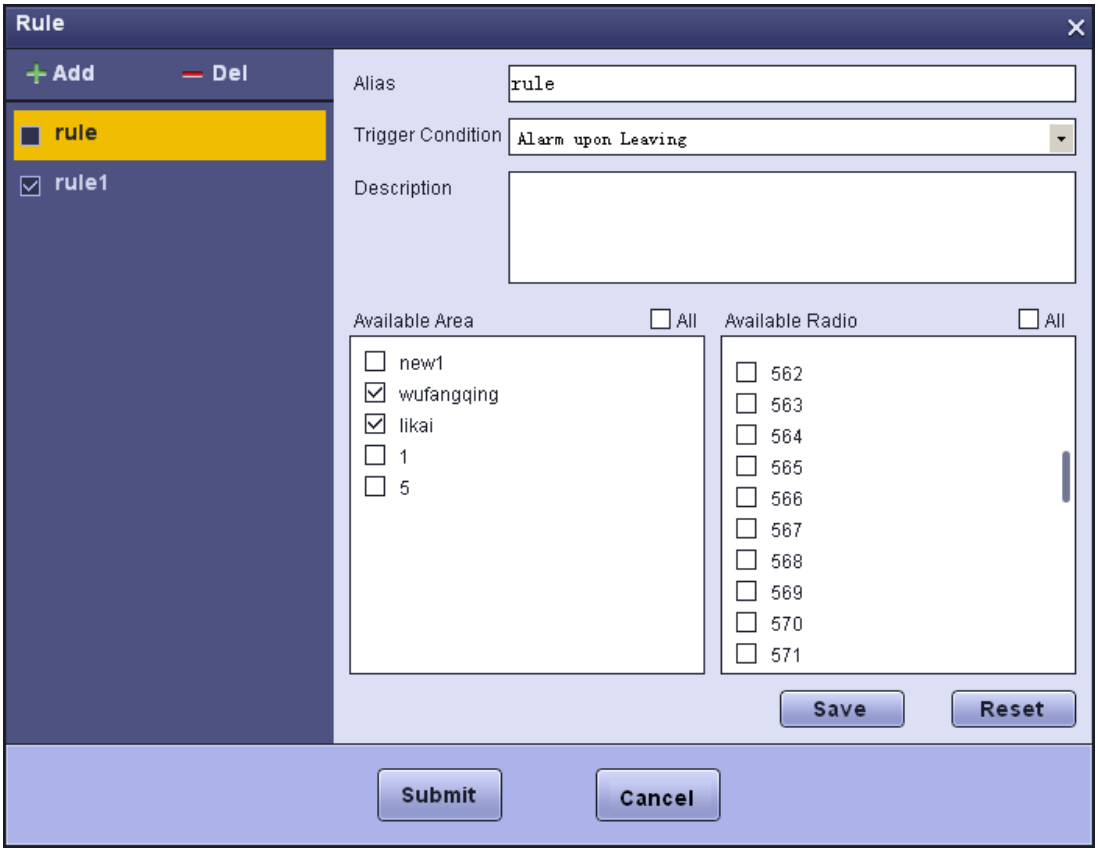
3.7.4 Editing a Rule

Step 1 Click “Geofencing Alarm” on the rightmost side of the map, and the “Geofencing Alarm” pane will appear.

Step 2 Click “Rule”.

Step 3 Select the rule and modify the parameters.

You can set whether the subscriber enters or leaves the designated region to trigger the rule.



Step 4 Set the available region and radio, and click “Save”.

Step 5 Click “Submit” to finish.

3.8 Setting the Point of Interest (POI) Object

The POI contains the name, type, longitude and latitude of the object on the map.

You can create, edit, or delete the POI according to your actual needs. To hide or show the POI on the map, click .

3.8.1 Adding a POI

Step 1 Click “POI Object” on the rightmost side of the map, and the “POI Management” pane will appear.

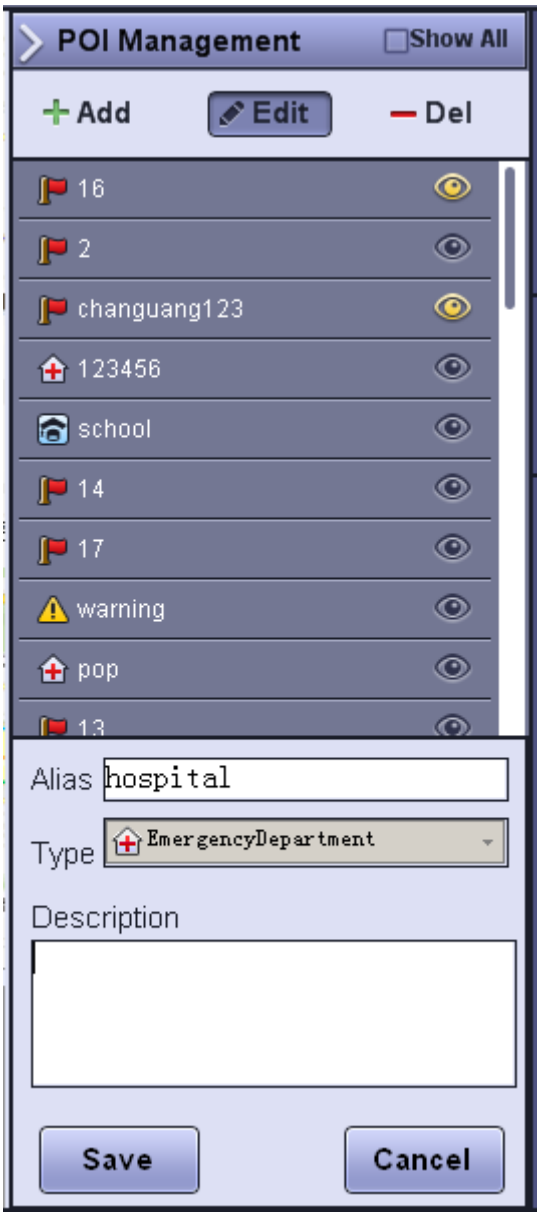
Step 2 Click and define a location on the map.

Step 3 Set the alias and type of this POI and enter the related information, finally click “Save”.

3.8.2 Editing a POI

Step 1 Click “POI Object” on the rightmost side of the map, and the “POI Management” pane will appear.

Step 2 Select the POI and click to enter the following pane.



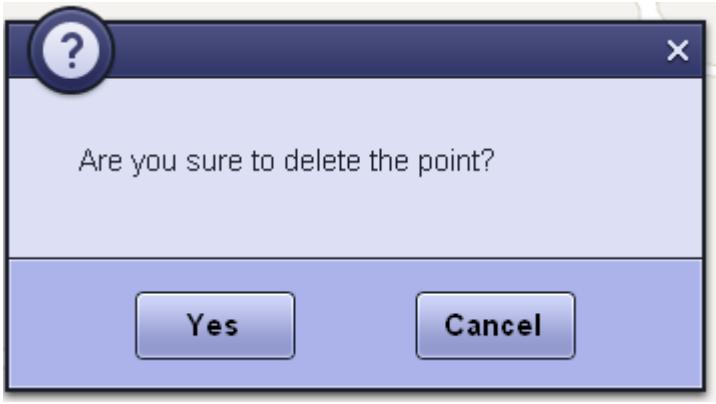
Step 3 Modify the parameters and click “Save”.

3.8.3 Deleting a POI

Step 1 Click “POI Object” on the rightmost side of the map, and the “POI Management” pane will appear.

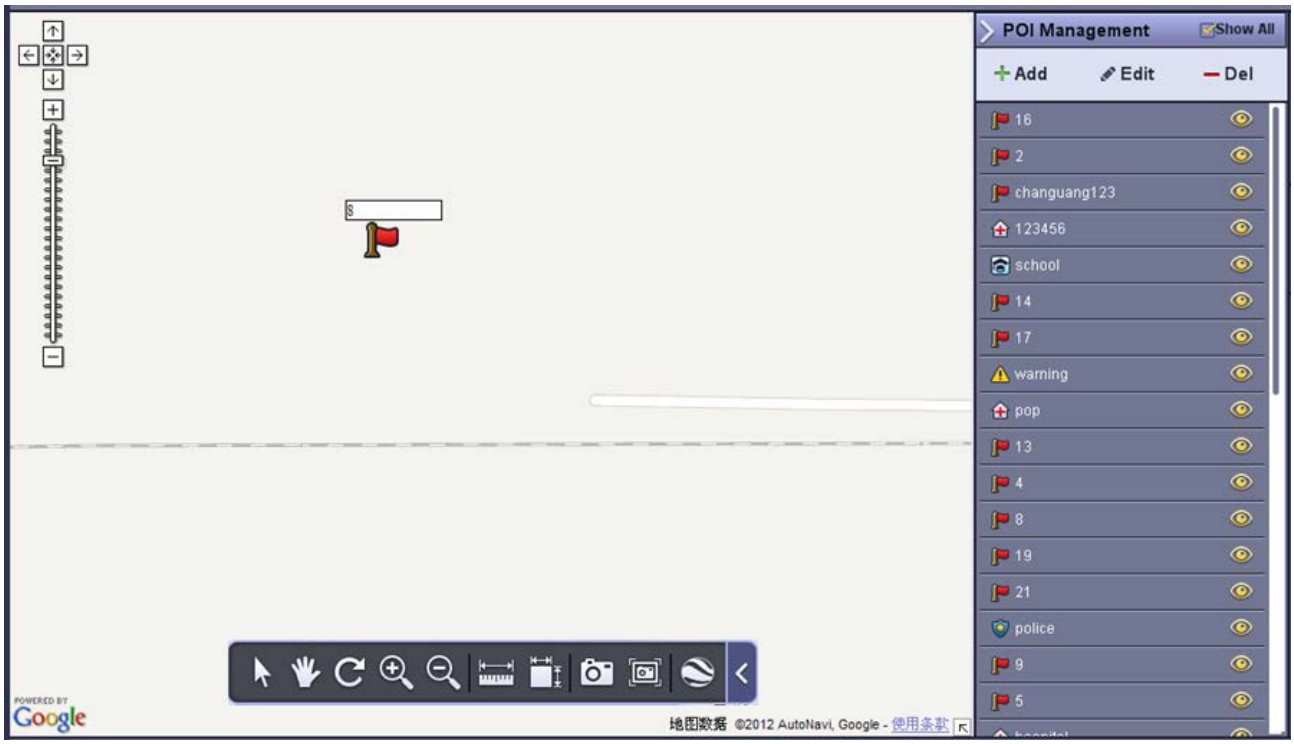
Step 2 Select the POI and click . .

Step 3 Click “Yes” in the pop-up dialog to finish.



3.8.4 Showing all POIs

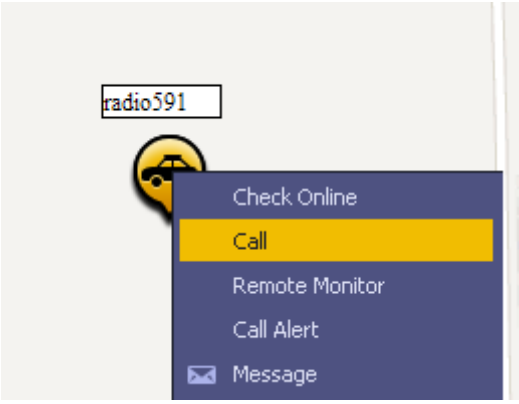
Click “POI Object” on the rightmost side of the map, and the “POI Management” pane will appear. Select “Show All” to view all POIs on the map.



3.9 Dispatching the Terminal on the Map

You can directly dispatch the terminal on the map, to improve work efficiency.

Right-click the icon of the terminal on the map, and select the option from menu to perform the task as required.

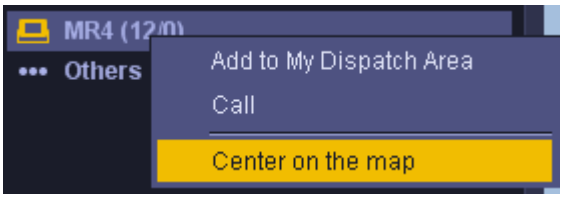


3.10 Dispatching the Dispatch Station on the Map

You can directly dispatch the dispatch station on the map.

To do so, you must ask the administrator to configure the altitude and longitude of this dispatch station in advance, and ensure it is displayed on the map.

Step 1 Right-click the dispatch station in the left navigation tree and select “Center on the map”.



Step 2 Right-click this dispatch station on the map and select “Call”.

Step 3 Click “PTT” to end this call. If the call is timeout, it will be terminated automatically.

3.11 Dispatching the Repeater on the Map

To dispatch the repeater on the map, see *Section 3.10 Dispatching the Dispatch Station on the Map.*

4. Message

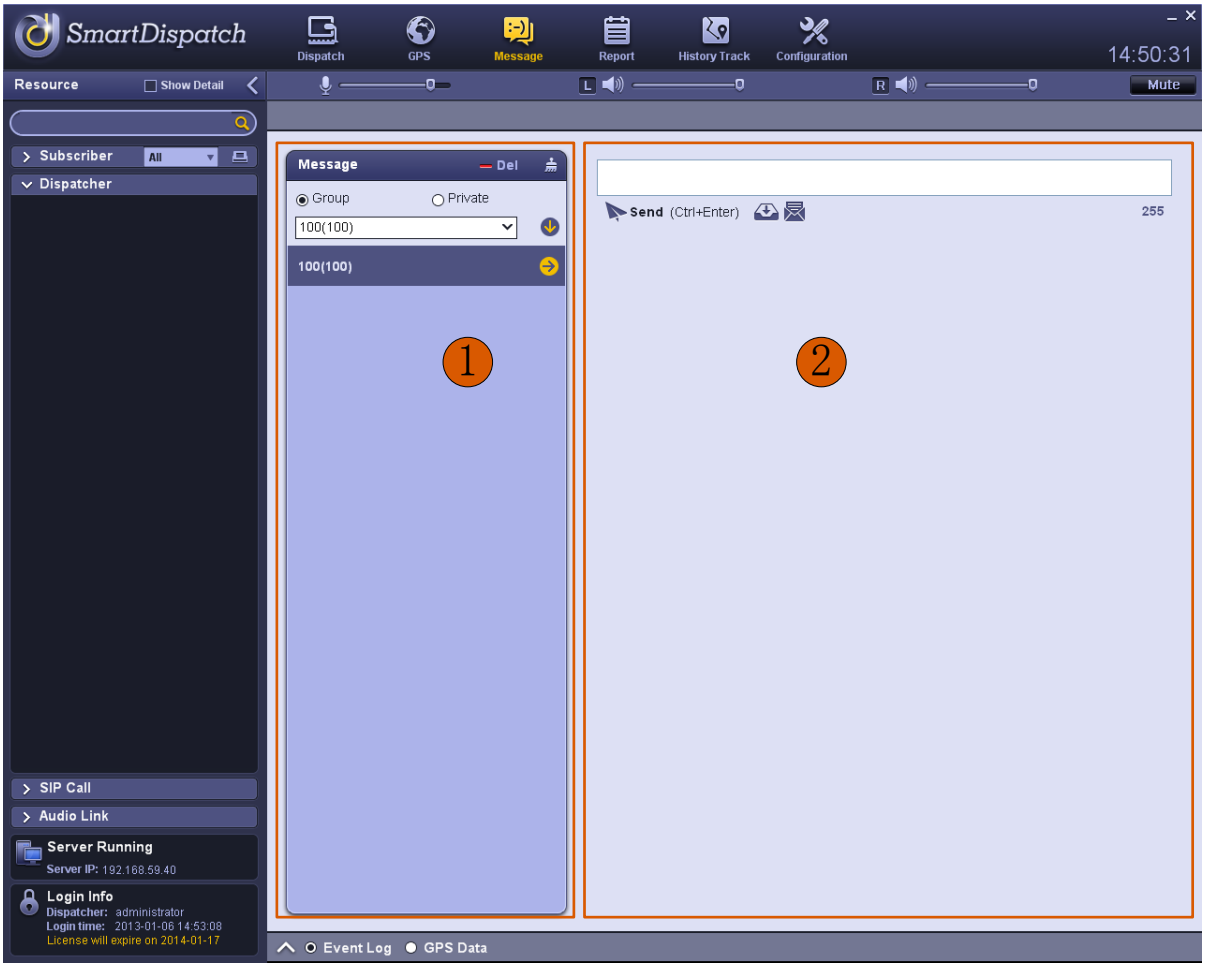
The “Message” tool at the top of the main window provides you with an interface for sending and receiving text messages.

4.1 Message Window Overview

The message window is illustrated as below.

Note

The “Configuration” menu will only be available for the administrator.

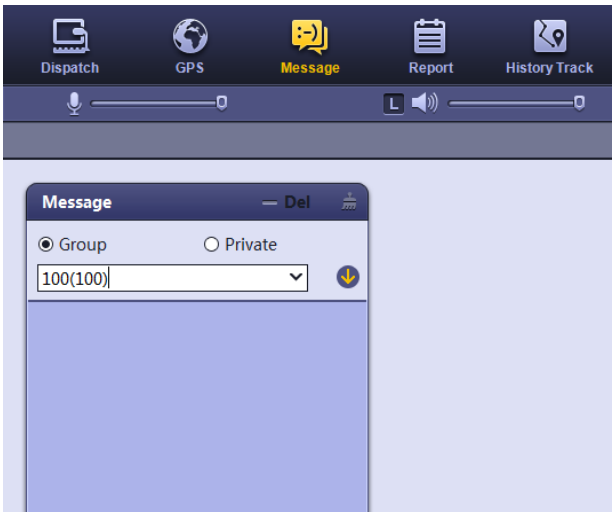


No.	Name	No.	Name
1	Contacts Pane	2	Text Message Pane

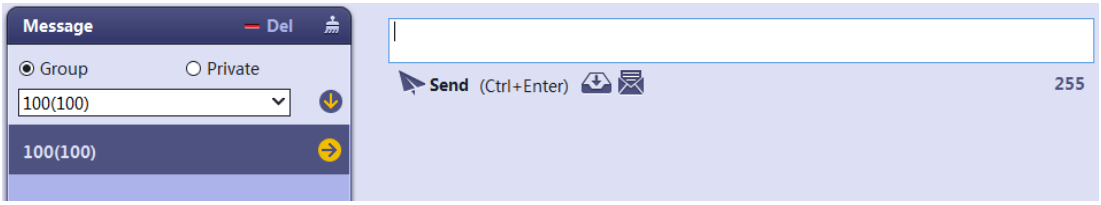
4.2 Sending a Message to a Group

You can send a message to the predefined group.

Step 1 Click “Message” at the top of the main window.



Step 2 Select “Group” first, and then select the group from the drop-down list. Then click , and the contacts list and text message pane appear.



Step 3 Edit the text, and click or press **Ctrl + Enter** on the keyboard of the computer to send the message.

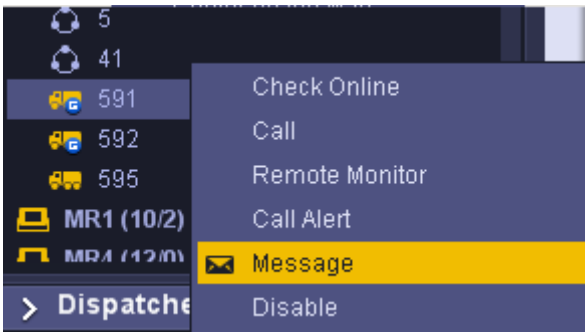
The corresponding message record appears at the top of the pane.

To clear the current message records and contacts, click .

To save the current message as the template, click .

To apply the template, double-click .

You can also right-click the radio in the “Subscriber” list and select “Message” to open the message pane



4.3 Sending a Message to a Radio

You can send a message to a radio.

Step 1 Click “Message” at the top of the main window, and then the “Message” pane will appear.

Step 2 Select “Private” first, and then select the terminal from the drop-down list. Then click .

Step 3 Edit the text, and click or press **Ctrl + Enter** on the keyboard of the computer to send the message.

To save the current message as the template, click .

To apply the template, double-click .

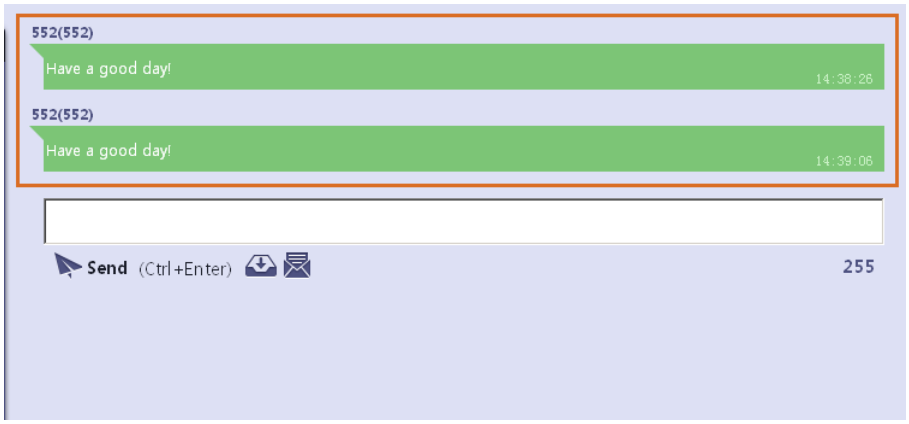
Note

If the radio is offline, the prompt “Terminal is offline. Send offline message?” will appear. Click “Yes” to send the offline message.

4.4 Receiving a Message

When SmartDispatch receives the message, the “Message” button on the top of the main window will change as shown in the figure below. You can directly click this button to view the new message.

In addition, when the message is received, the green icon will appear on the right side of the contact in the message pane. In this case, you can click this contact and view the message on the right side of the pane. This list can contain 20 text messages at most.



4.5 Viewing the Message via the E-mail

With the SMTP email service, you can open the designated mailbox and view all received and sent messages across the SmartDispatch system. For the configuration of the SMTP, please refer to *Chapter 10 Configuring the SmartDispatch Client in the Hytera SmartDispatch Configuration Guide.*

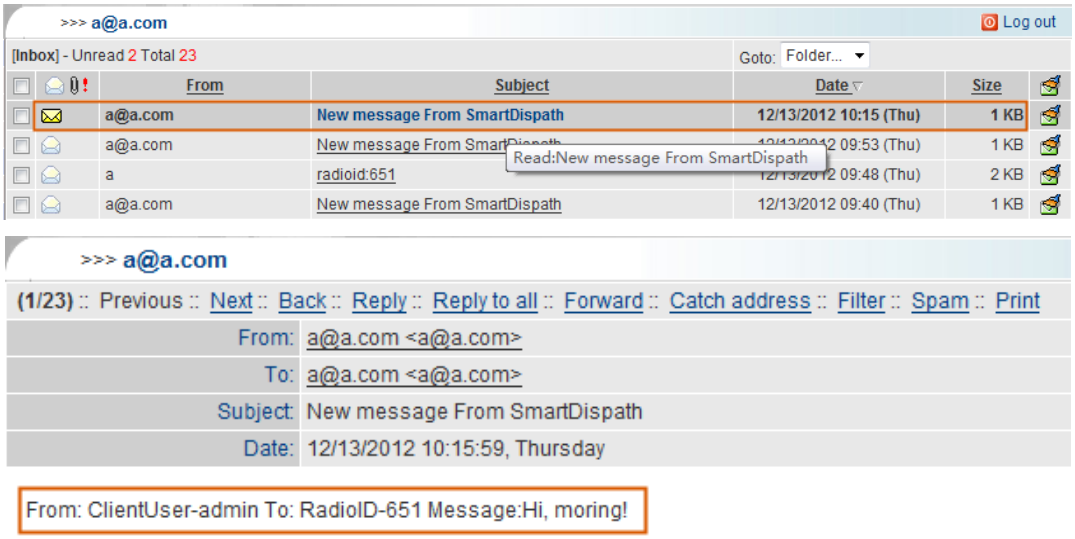
When you send or receive a text message, this message will be forwarded as Email to a designated mailbox. And the subject of this e-mail is “New message Form SmartDispatch”.

Step 1 Sent a message to a subscriber (e.g. radio651).

Step 2 Open the designated mailbox (e.g. a @ a.com)

Step 3 Double-click the message to view the details as follows:

- From: ClientUser-admin: indicates the sending party.
- To:RadioID-651: indicates the receiving party.
- Message :Hi, morning!: indicates the content of the message.



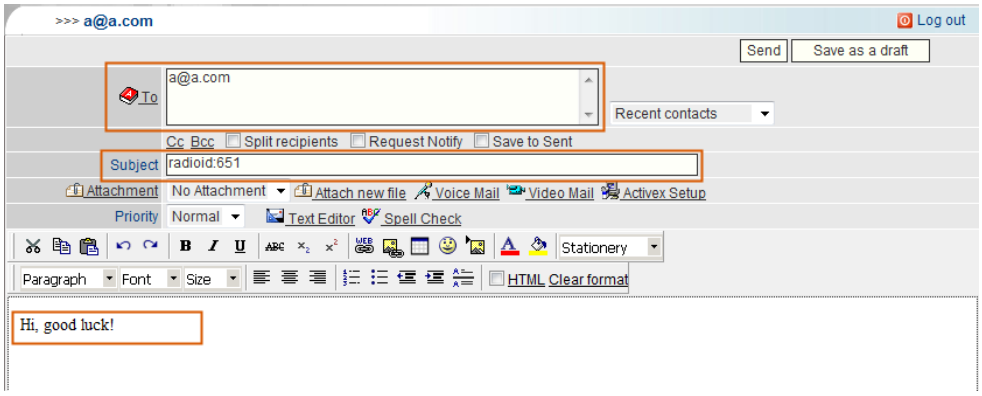
4.6 Sending a Message via the E-mail

With the POP3 email service, you can send the message in the mailbox to the radio or group. For the configuration of the POP3, please refer to *Chapter 10 Configuring the SmartDispatch Client in the Hytera SmartDispatch Configuraiton Guide.*

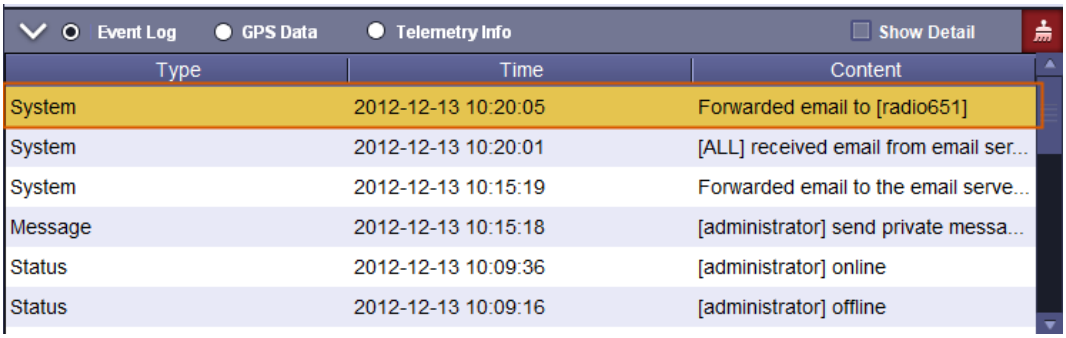
Step 1 Open the mailbox (e.g. a@a.com).

Step 2 Compose the message.

- Receiver: enters the designated email address (e.g. a@a.com)
- Subject: enters the radio ID or group ID for receiving the email (e.g. radio id: 651).
- Content: enters the content to be sent (e.g. Hi, good luck!).



Step 3 Click “Send” to send the email. Then the radio will receive the message and the corresponding event log will appear as follows.



5. Report

The “Report” tool at the top of the main window provides you with six different reports, each of which can be exported to Excel file.

- Call report
- Message report
- Online/offline report
- Geofencing alarm report
- Emergency alarm report
- All report

5.1 Report Window Overview

The report window is illustrated as below.

Note

The “Configuration” menu will only be available for the administrator.

No.	Name	No.	Name
1	Search Pane	3	Search Result List

No.	Name	No.	Name
2	Player	/	/

Note

The player is available in the call report pane.

5.2 Enquiring the Call Records

You can enquire and play the call recording.

5.2.1 Retrieving a call recording

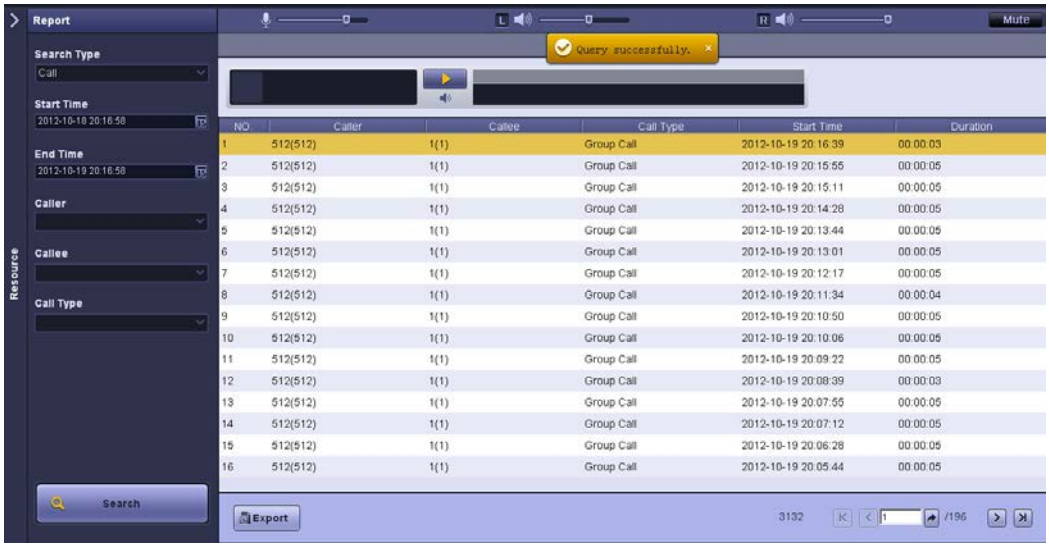
Step 1 Click “Report” on the top of the main window.

Step 2 Select “Call” from the dropdown list in the “Search Type” field, and set the parameters.

Parameter	Description	Remark
Start Time	Sets the start time of the report.	This time must be earlier than the end time.

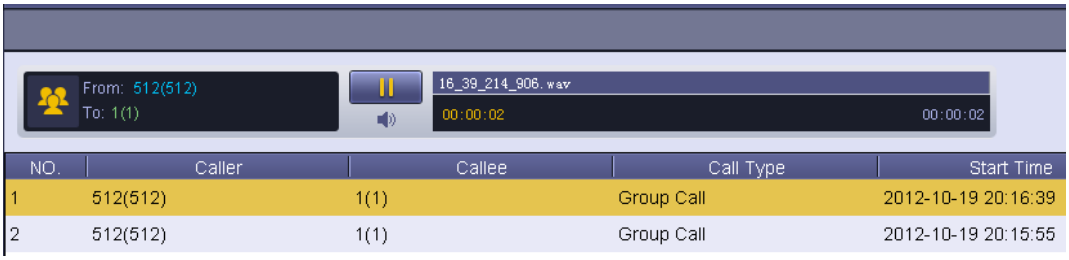
Parameter	Description	Remark
End Time	Sets the end time of the report.	This time must be later than the start time.
Caller	Enters the ID or alias of the calling party.	When you type the first letter of the keyword, a list of words available for that letter will appear for you to make a selection.
Callee	Enters the ID or alias of the called party.	When you type the first letter of the keyword, a list of words available for that letter will appear for you to make a selection.
Call Type	Selects the type of call from the dropdown list.	If you do not set this option, all records will appear by default.

Step 1 Click “Search”. The call records appear after successful enquiry.



5.2.2 Replaying a Call Recording

Step 1 Select a certain call from the list.



Step 2 Click to play the call recording.

During playback, you can perform the following actions:

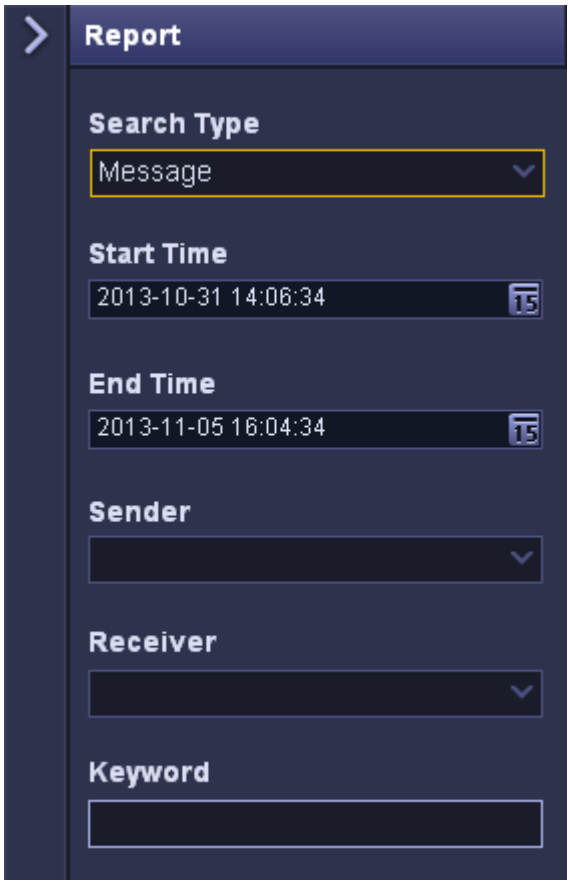
- To pause the recording, click .
- To adjust the volume, click .
- To control the playback progress, click
.

5.3 Enquiring the Message Records

You can enquire the message record by the keywords.

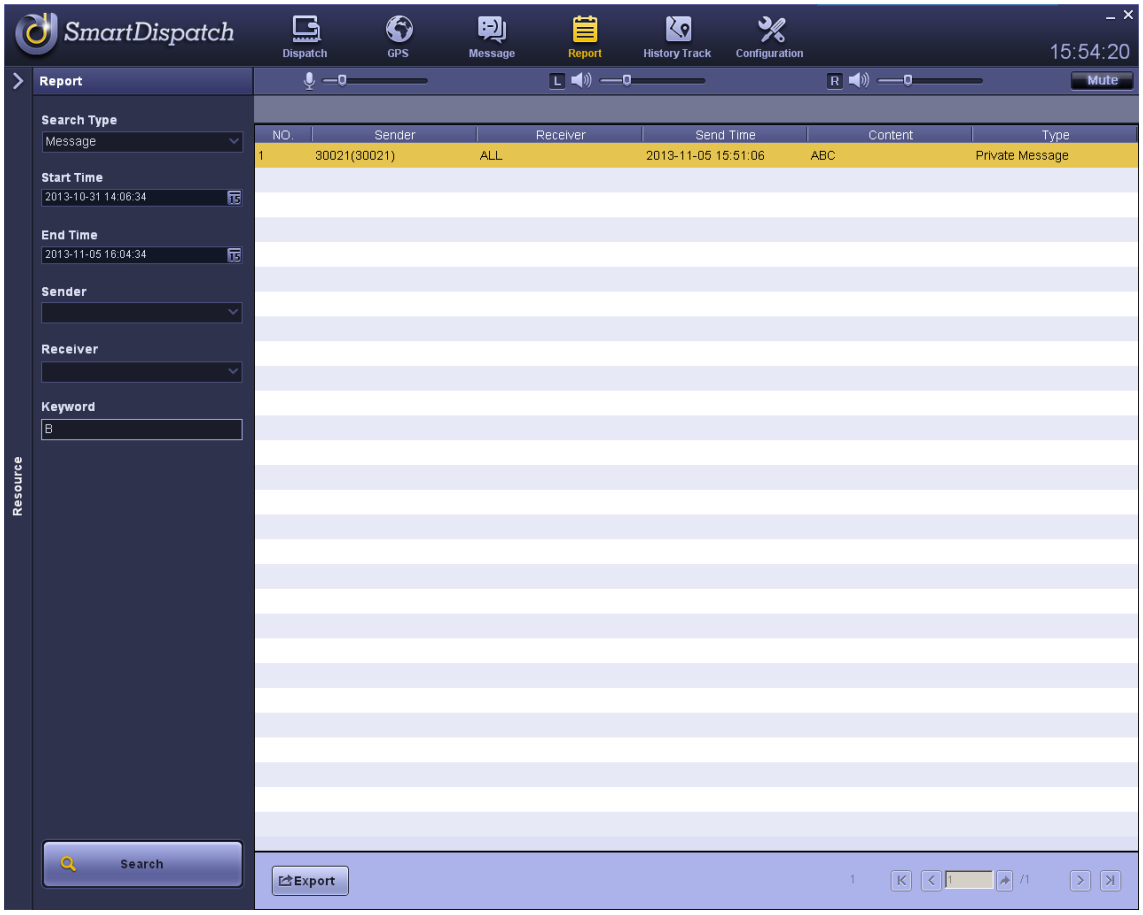
Step 1 Click “Report” on the top of the main window.

Step 2 Select “Message” from the dropdown list in the “Search Type” field, and set other parameters.



Parameter	Description	Remark
Start Time	Sets the start time of the report.	This time must earlier than the end time.
End Time	Sets the end time of the report.	This time must be later than the start time.
Sender	Enters the ID or alias of the sending party.	When you type the first letter of the keyword, a list of words available for that letter will appear for you to make a selection.
Receiver	Enters the ID or alias of the receiving party.	When you type the first letter of the keyword, a list of words available for that letter will appear for you to make a selection.
Keyword	Enters any part of the message content as the keyword.	Enter the keyword.

Step 3 Click “Search”. The message records appear after successful enquiry.

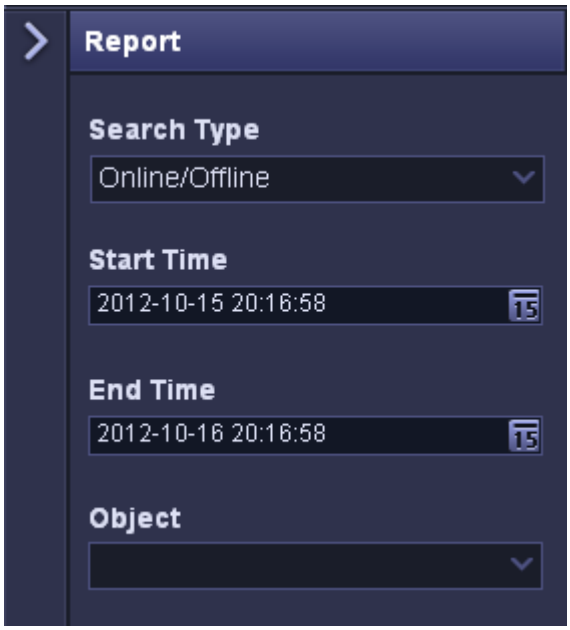


5.4 Enquiring the Online/Offline Records

You can enquire the online or offline record by the keywords.

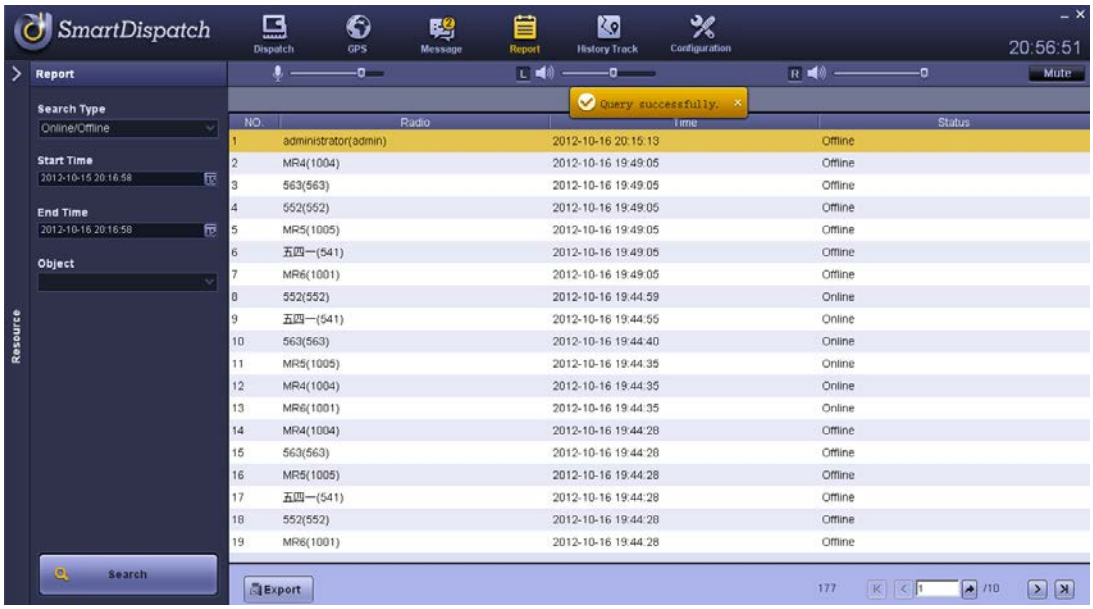
Step 1 Click “Report” on the top of the main window.

Step 2 Select “Online/Offline” from the dropdown list in the “Search Type” field, and set other parameters.



Parameter	Description	Remark
Start Time	Sets the start time of the report.	This time must earlier than the end time.
End Time	Sets the end time of the report.	This time must be later than the start time.
Object	Selects the terminal to be enquired from the dropdown list.	You can view all available terminals and dispatchers in the dropdown list.

Step 3 Click “Search”. The message records appear after successful enquiry.

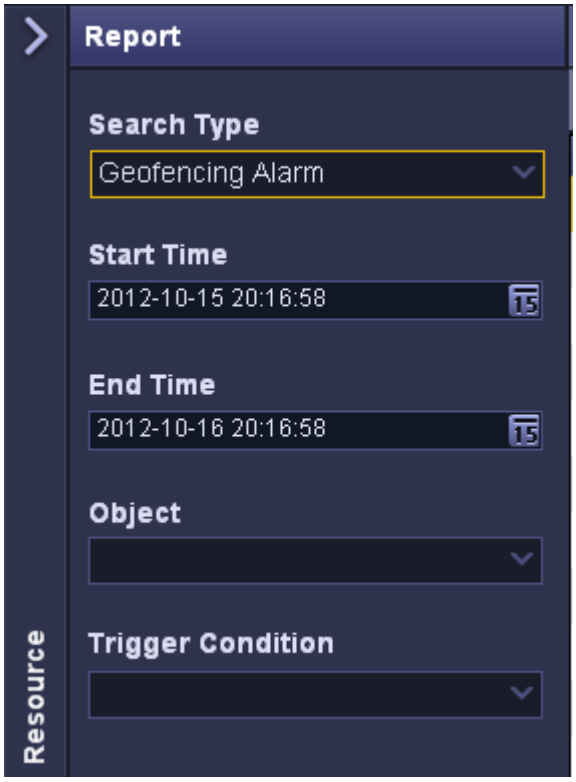


5.5 Enquiring the Geofencing Alarm Records

You can enquire the geofencing alarm record by the keywords.

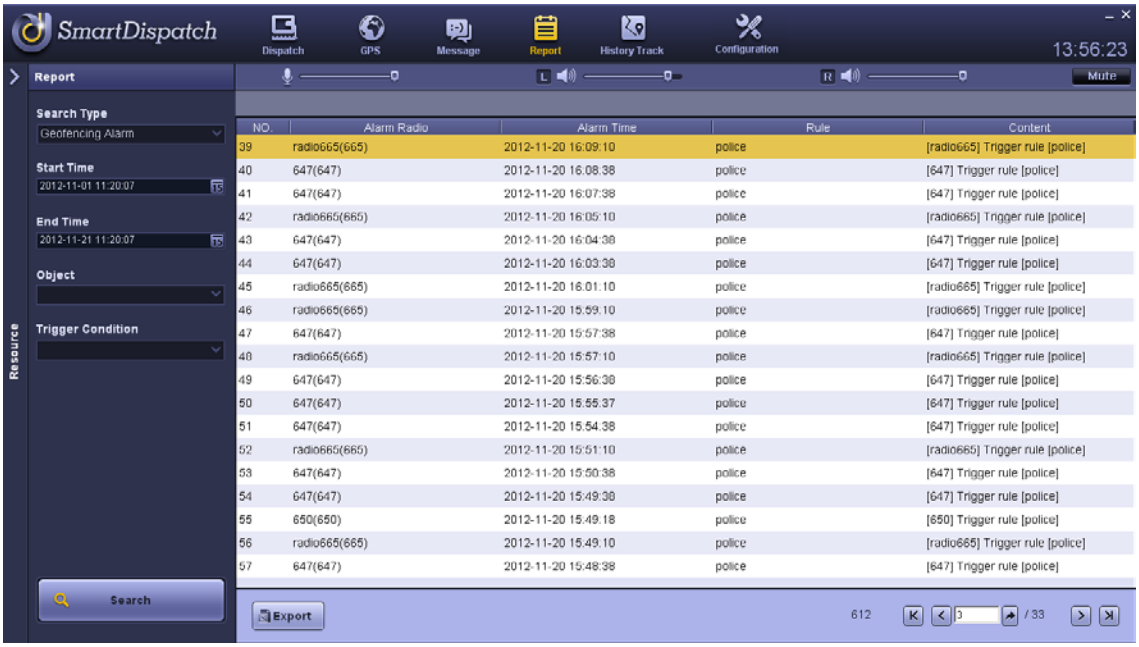
Step 1 Click “Report” on the top of the main window.

Step 2 Select “Geofencing Alarm” from the dropdown list in the “Search Type” field, and set other parameters.



Parameter	Description	Remark
Start Time	Sets the start time of the report.	This time must earlier than the end time.
End Time	Sets the end time of the report.	This time must be later than the start time.
Object	Selects the terminal to be enquired from the dropdown list.	You can view all available terminals in the dropdown list.
Trigger Condition	Sets whether the subscriber enters or leaves the designated region to trigger an alarm.	This option can be left empty.

Step 3 Click “Search”. The message records appear after successful enquiry.

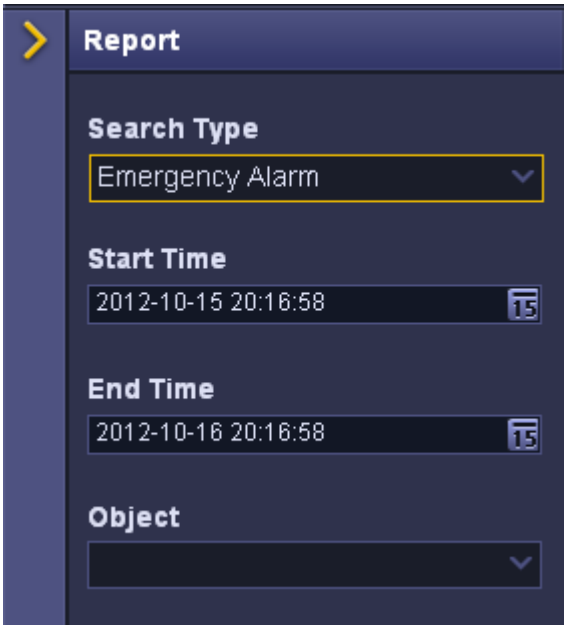


5.6 Enquiring the Emergency Alarm Records

You can enquire the emergency alarm record by the keywords.

Step 1 Click “Report” on the top of the main window.

Step 2 Select “Emergency Alarm” from the dropdown list in the “Search Type” field, and set other parameters.



Parameter	Description	Remark
Start Time	Sets the start time of the report.	This time must earlier than the end

Parameter	Description	Remark
		time.
End Time	Sets the end time of the report.	This time must be later than the start time.
Object	Selects the terminal to be enquired from the dropdown list.	You can view all available terminals and dispatchers in the dropdown list.

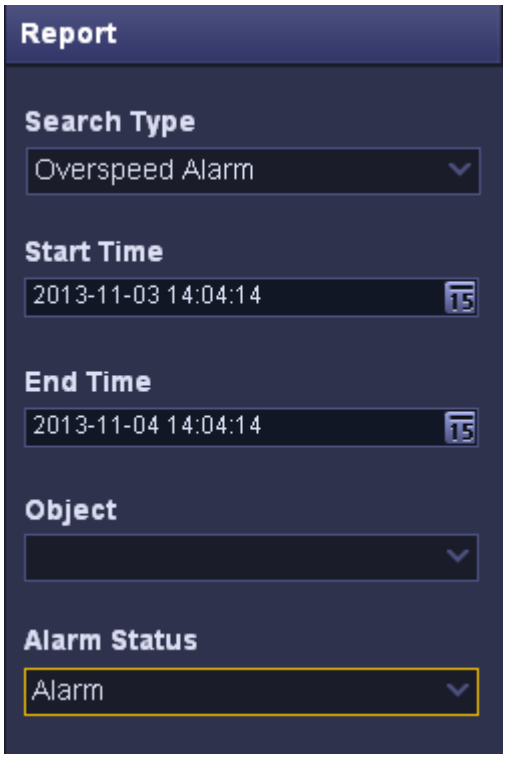
Step 3 Click “Search”. The message records appear after successful enquiry.

5.7 Enquiring the Overspeed Alarms

You can query the overspeed alarm records by the start time, end time or object.

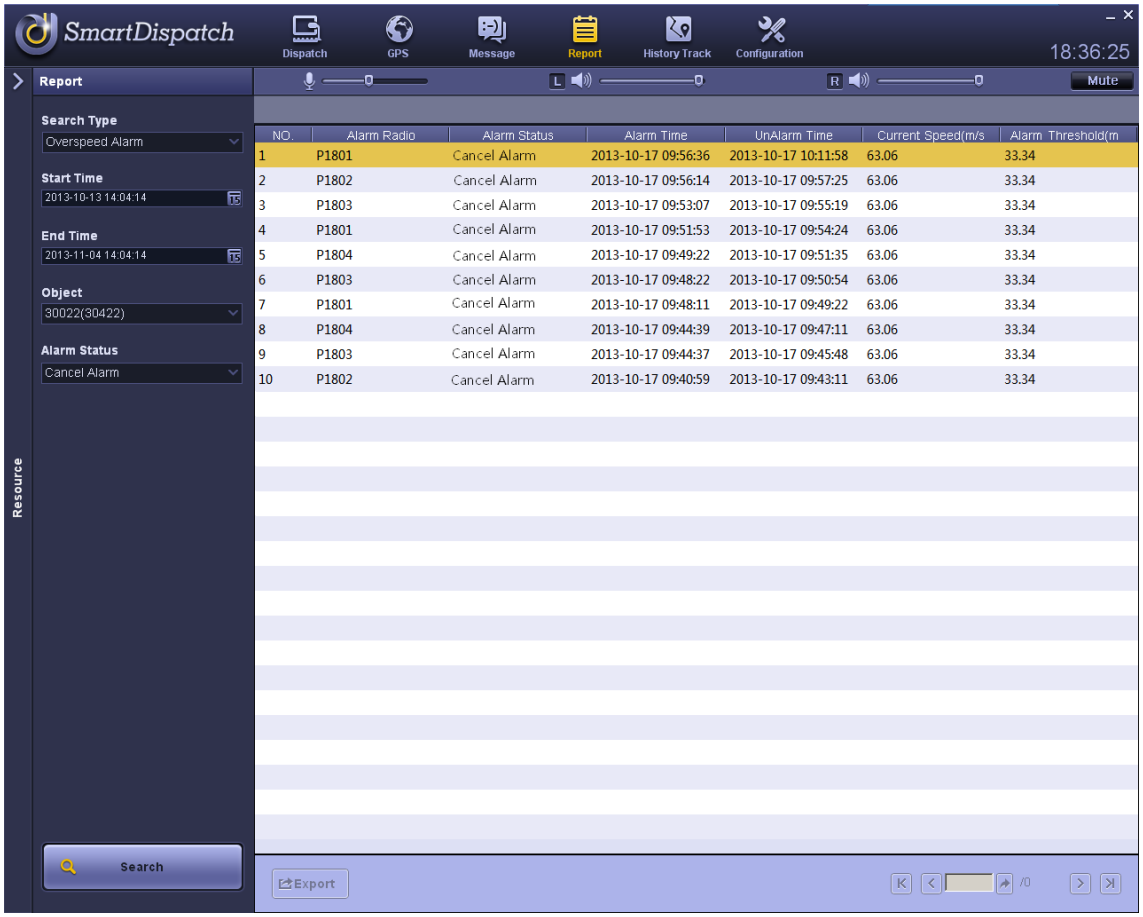
Step 1 Click “Report” on the top of the main window.

Step 2 Select “Overspeed Alarm” and then enter the conditions.



Parameter	Description	Remark
Start Time	Sets the starting time of the period when the alarms are made.	The start time must be earlier than the end time.
End Time	Sets the ending time of the period when the alarms are made.	The end time must be later than the start time.
Object	Selects the terminal to be enquired from the dropdown list.	
Alarm Status	Includes two alarm status options: Alarm and Cancel Alarm.	Select the status on your needs.

Step 3 Click “Search”. The message records appear after successful enquiry.

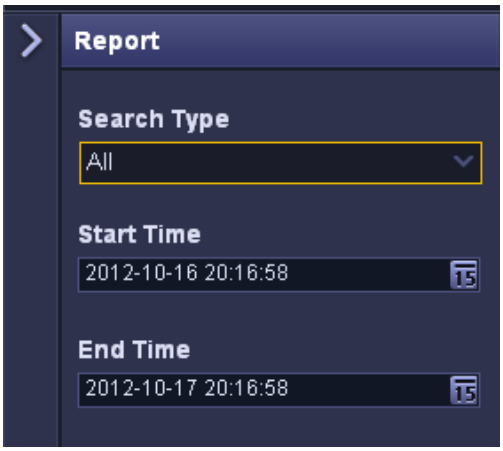


5.8 Enquiring All Records

You can enquire all records in the system.

Step 1 Click “Report” on the top of the main window.

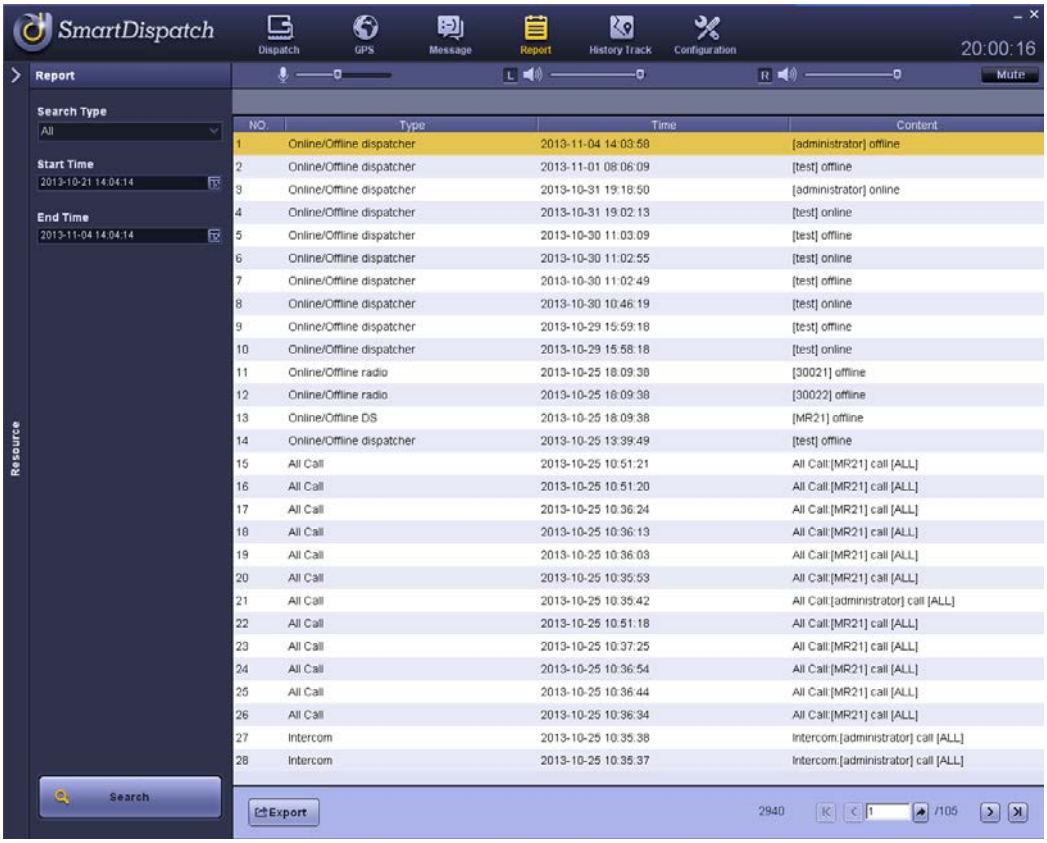
Step 2 Select “All” from the dropdown list in the “Search Type” field, and set other parameters.



Parameter	Description	Remark
Start Time	Sets the start time of the	This time must earlier than the end

Parameter	Description	Remark
	report.	time.
End Time	Sets the end time of the report.	This time must be later than the start time.

Step 3 Click “Search”. The message records appear after successful enquiry.



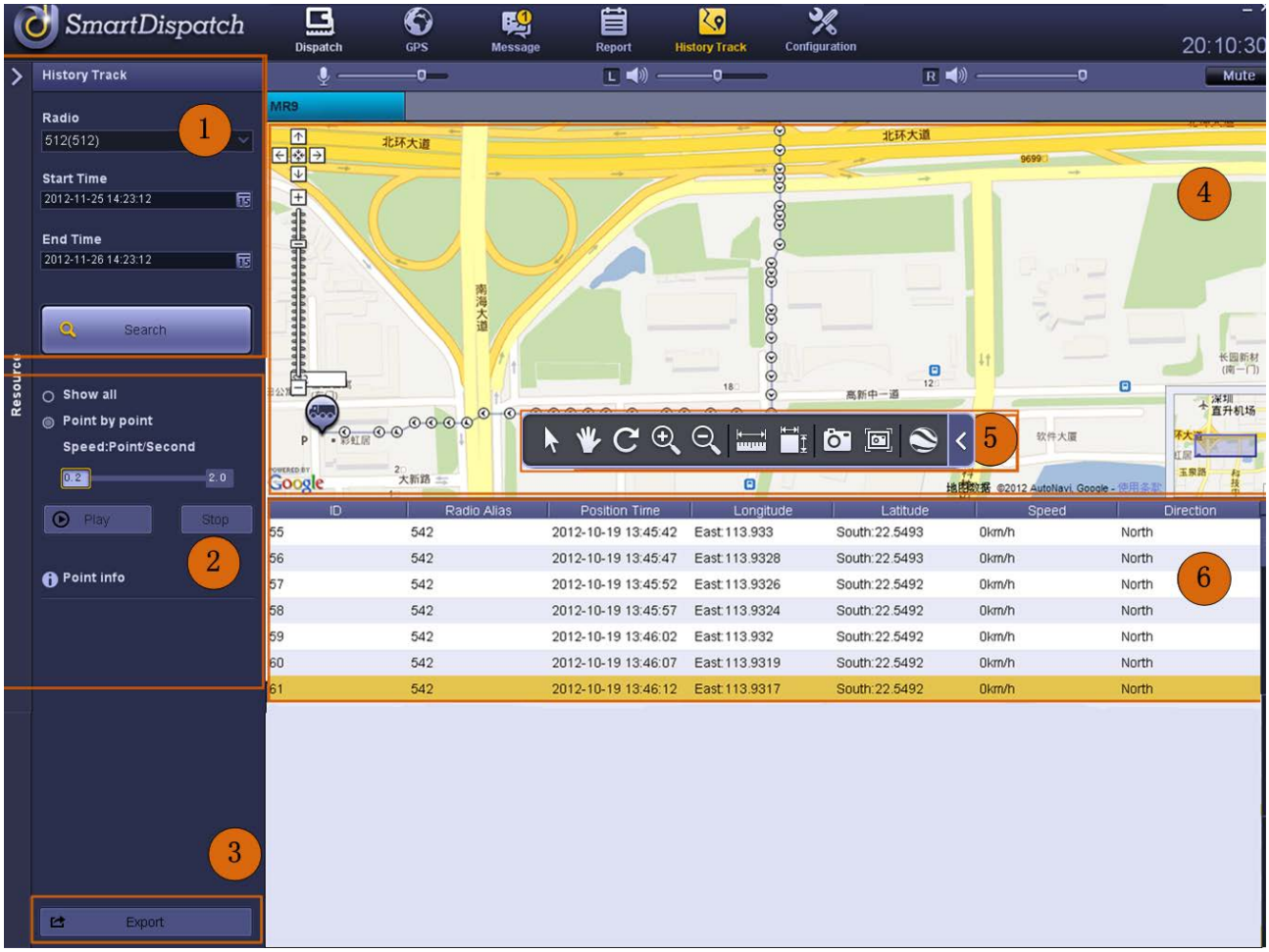
6. History Track

The “History Track” tool at the top of the main window provides you with an interface for showing the route of a subscriber for the specific period. You can view the history movement track of the subscriber on the map through any of the following way:

- Show all: displays all movement routes of a subscriber on the map once.
- Point by point: shows the track points of a subscriber one by one according to the time sequence.

6.1 History Track Window Overview

The history track window is illustrated as below.



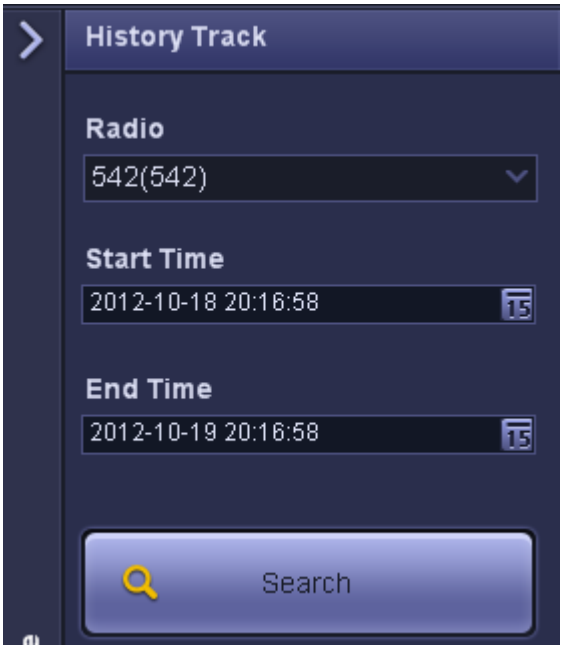
No.	Name	No.	Name
1	Search Pane	4	Map
2	Track Playback Pane	5	Toolbar
3	Track Export Button	6	Track Record List

6.2 Enquiring the History Track

You can play back the history track for event reconstruction. Please note that you can only enquire the track records within the latest 7 days.

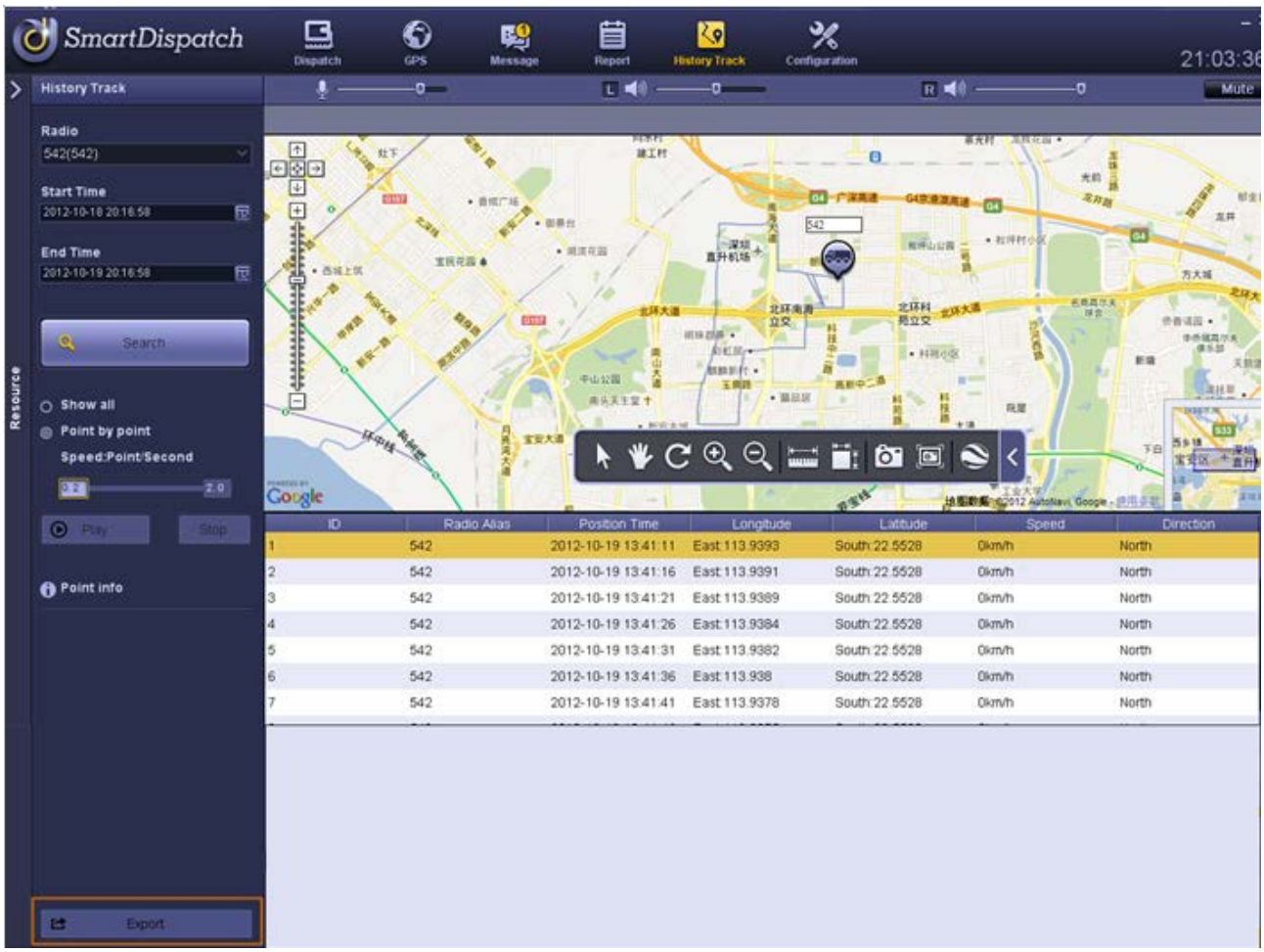
Step 1 Click “History Track” on the top of the main window.

Step 2 Set the search criteria and click “Search”. The records appear after successful enquiry. If there is no record, the “No data” dialogue will pop up.



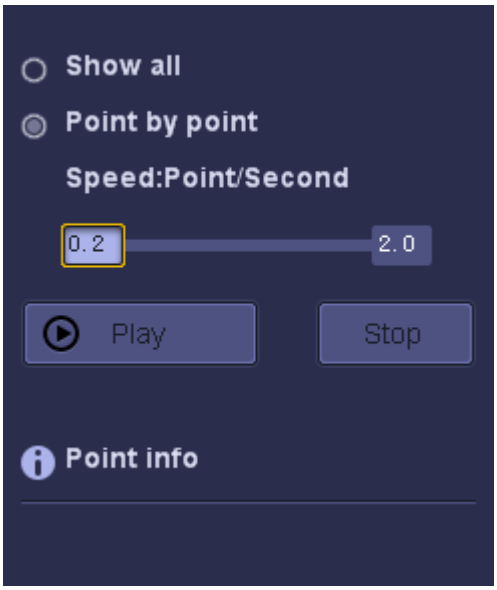
6.3 Viewing the Static Track

After you search out the track and select “Show All”, you will see all history tracks of a subscriber on the map once. If there are too many track points, only the last 3,000 nodes can be displayed.

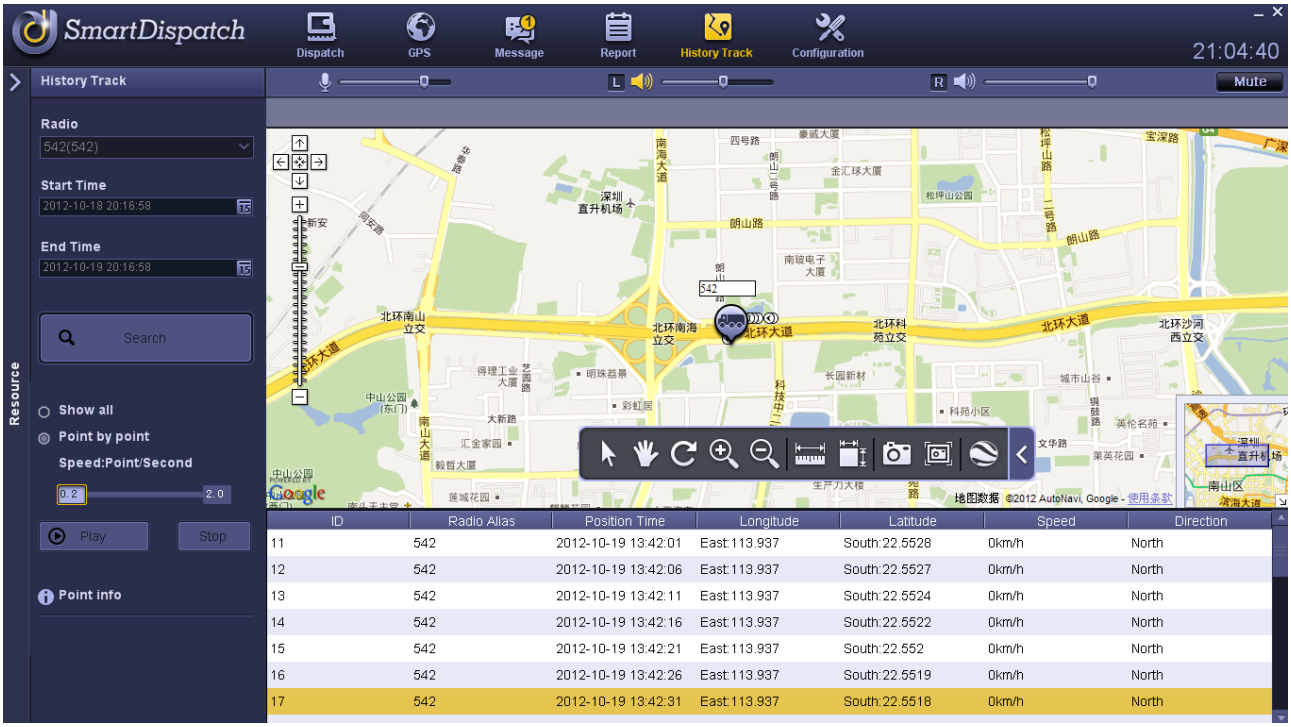


6.4 Playing the Dynamic Track

After you search out the track and select “Point by point”, each track point will appear one by one on the map according to the sequence.

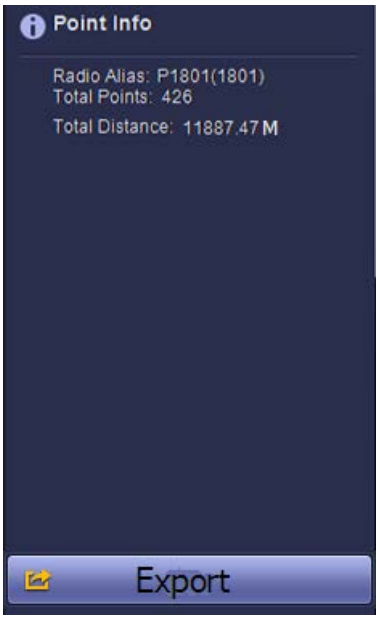


To play back the track, set the speed and click “Play”. You can pause or change the playback speed during playing. Please note that you can not switch the map.



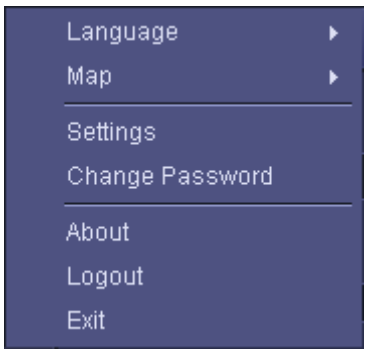
6.5 Exporting the History Track

Click “Export” to export the history track file (in Excel format) to the local computer.


Point Info
Radio Alias: P1801(1801)
Total Points: 426
Total Distance: 11887.47 M
Export

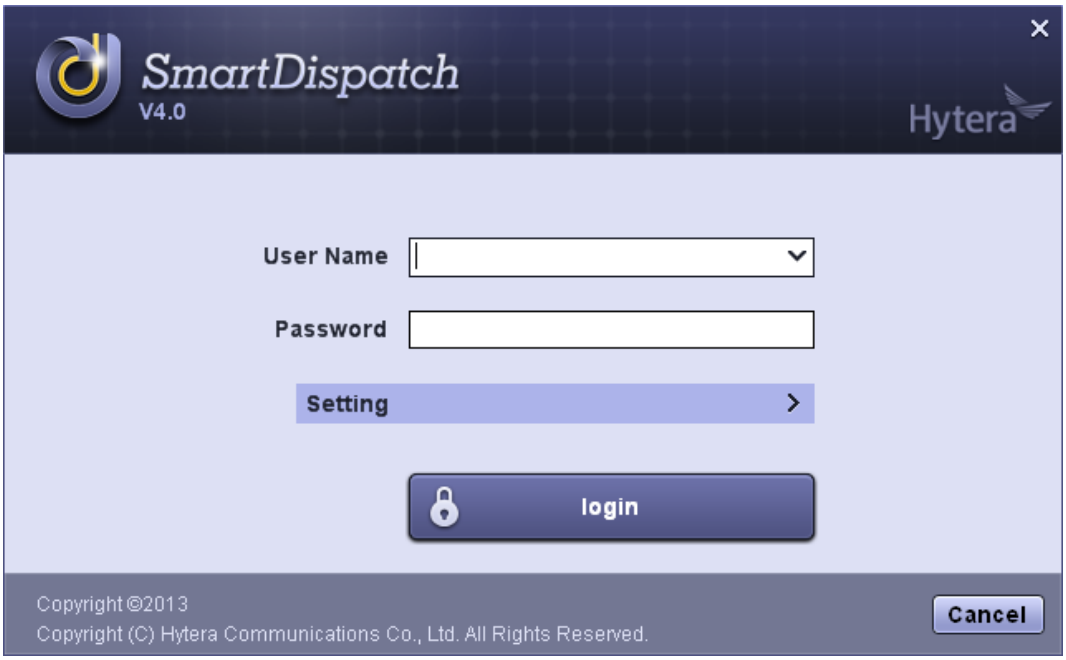
7. System Settings

To make the settings, click on the upper left corner of the main window.



7.1 Logging in to the SmartDispatch Client

Step 1 Double-click on the desktop or in the installation directory and the following window will appear.



Step 2 Click “Setting” to configure the server IP address and port.

Step 3 Enter the user name and password, and then click “Login”.

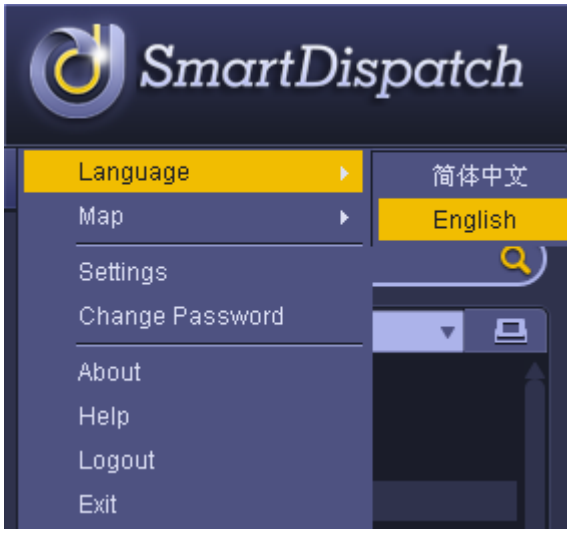
Note

- For the first login, please enter “admin” in both the “User Name” and “Password” fields.
- You can select the user name from the dropdown list for later login.

7.2 Setting the Language

The available interface languages include Simplified Chinese and English.

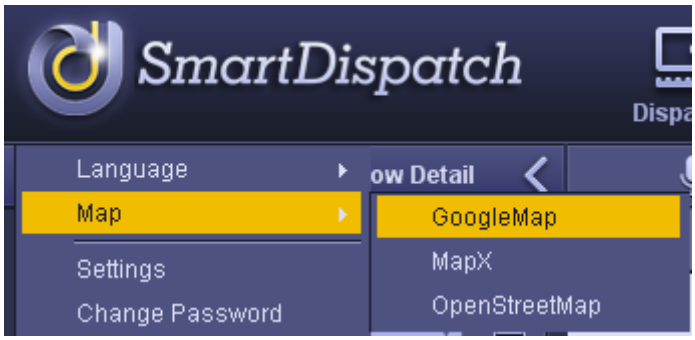
To set the language, click on the upper left corner of the main window and make a selection.



7.3 Setting the Map

The supported electronic map types include Google Map, MapX and OpenStreetMap. As the MapX is the offline map, you need to prepare and install it by yourself in advance.

To select the map, click on the upper left corner of the main window and make a selection.



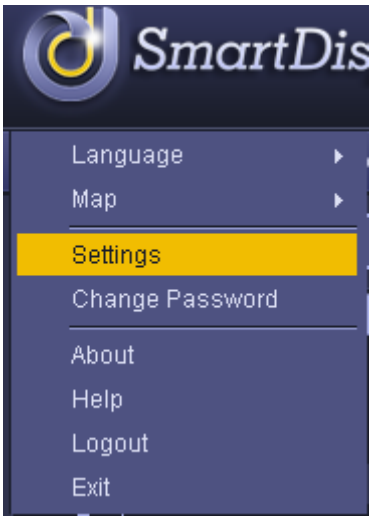
7.4 Setting the System Parameters

Note

If you modify the parameters including “Speaker” and “Microphone” in the “Basic Setting” tab and “VOIP Port” in the “Call Setting” tab, these settings will not take effect until the next time you log in to SmartDispatch Client.

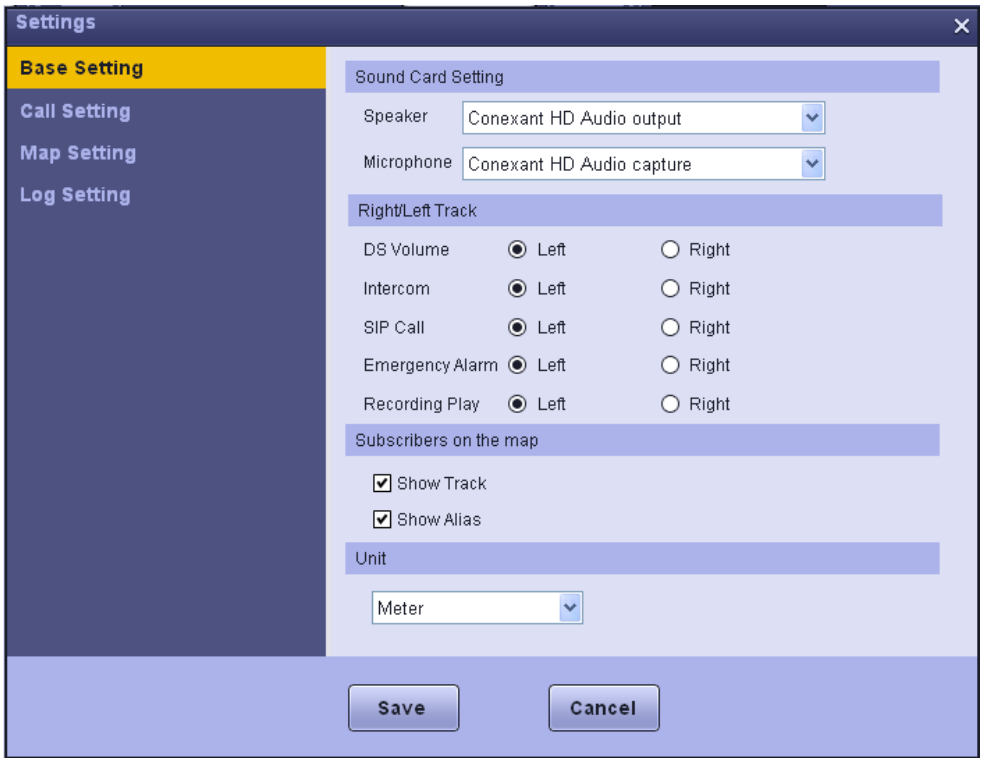
You can set the parameters involving call, map, logs and more.

To set the parameter, click on the upper left corner of the main window, and select “Settings” to configure the parameter, finally click “Save” to finish.



7.4.1 Basic Settings

You are allowed to set the sound card of the computer with the SmartDispatch Client.

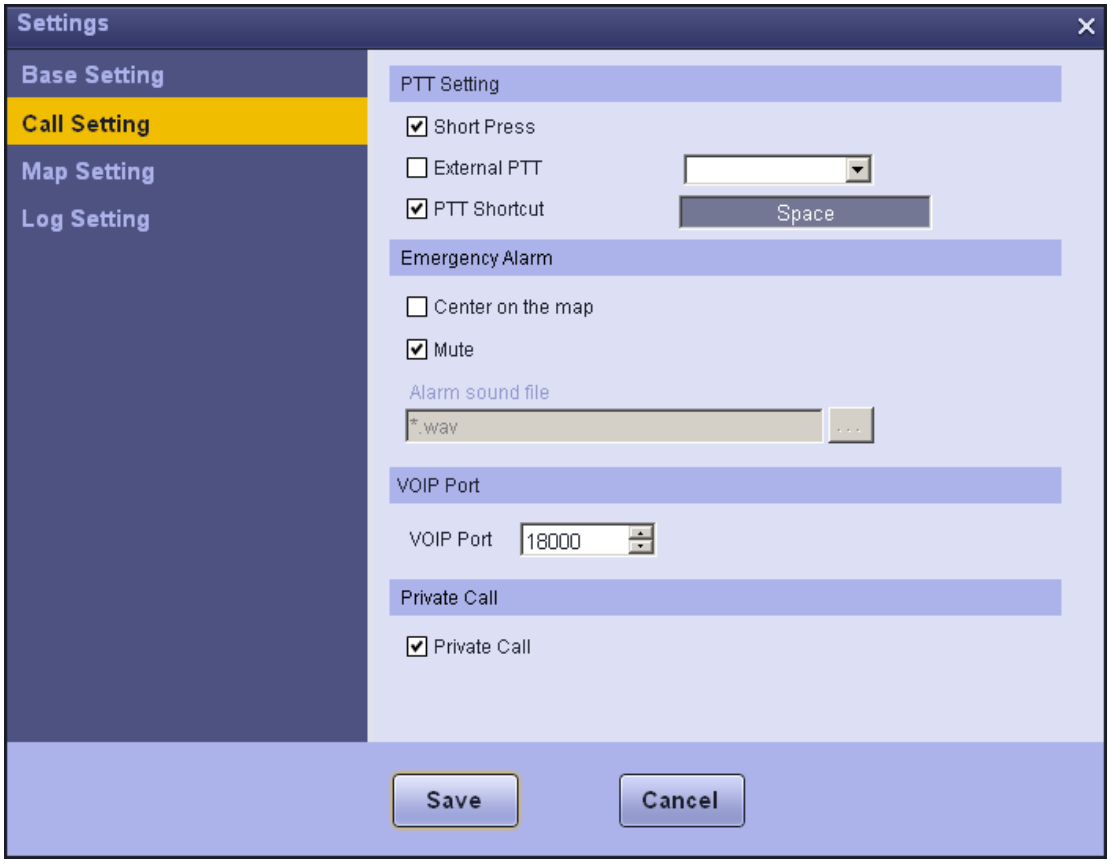


Parameter	Description
Sound Card Setting	
Speaker	Outputs the voice. If the computer that the SmartDispatch Client is installed on is equipped with the multi-channel sound card, the parameter should be set according to the microphone.
Microphone	Inputs the voice. If the computer that the SmartDispatch Client is installed on is equipped with the multi-channel sound card, the parameter should be set according to the speaker.
Right/Left Track	
DS Volume	Sets which track to output the voice from the dispatch station.
Intercom	Sets which track to output the voice during dispatcher intercommunication.
SIP Call	Sets which track to output the voice during telephone intercommunication.

Parameter	Description
Emergency Alarm	Sets which track to output the voice in case of triggering the emergency alarm.
Recording Play	Sets which track to output the voice when playing a recording.
Subscriber on the map	
Show Track	Sets whether the movement track of the radio is displayed on the map in the process of real-time tracking.
Show Alias	Sets whether the alias of the radio is displayed on the map in the process of GPS positioning and real-time tracking.
Unit	Sets the length unit to be used when measuring the distance on the map. Select the unit on your actual needs.

7.4.2 Call Settings

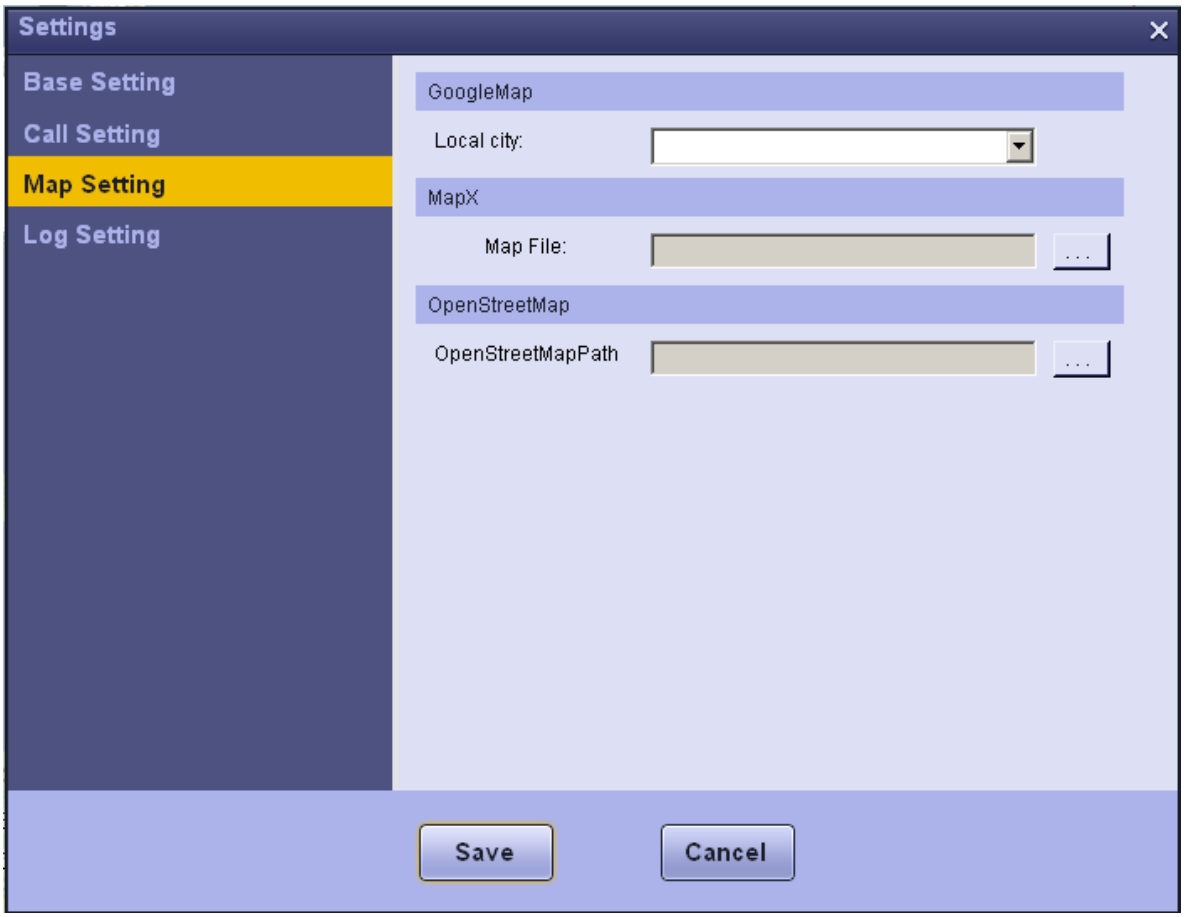
You can set the PTT and emergency alarm.



Parameter	Description
PTT Setting	
Short Press	Clicks the **PTT** to make or end a call.
External PTT	Activates the **PTT** key on the desktop goose microphone provided by us.
PTT Shortcut	Uses the PTT shortcut to make or end a call.
Emergency Alarm	
Center on the Map	Centers the subscriber on the map in case of emergency alarm.
Mute	Mutes the emergency alarm sound.
Alarm sound file	Customizes the alarm sound. If you select “Mute”, this option will be unavailable.
Private Call	
Private Call	Sets whether you can directly make a call in the call pane.

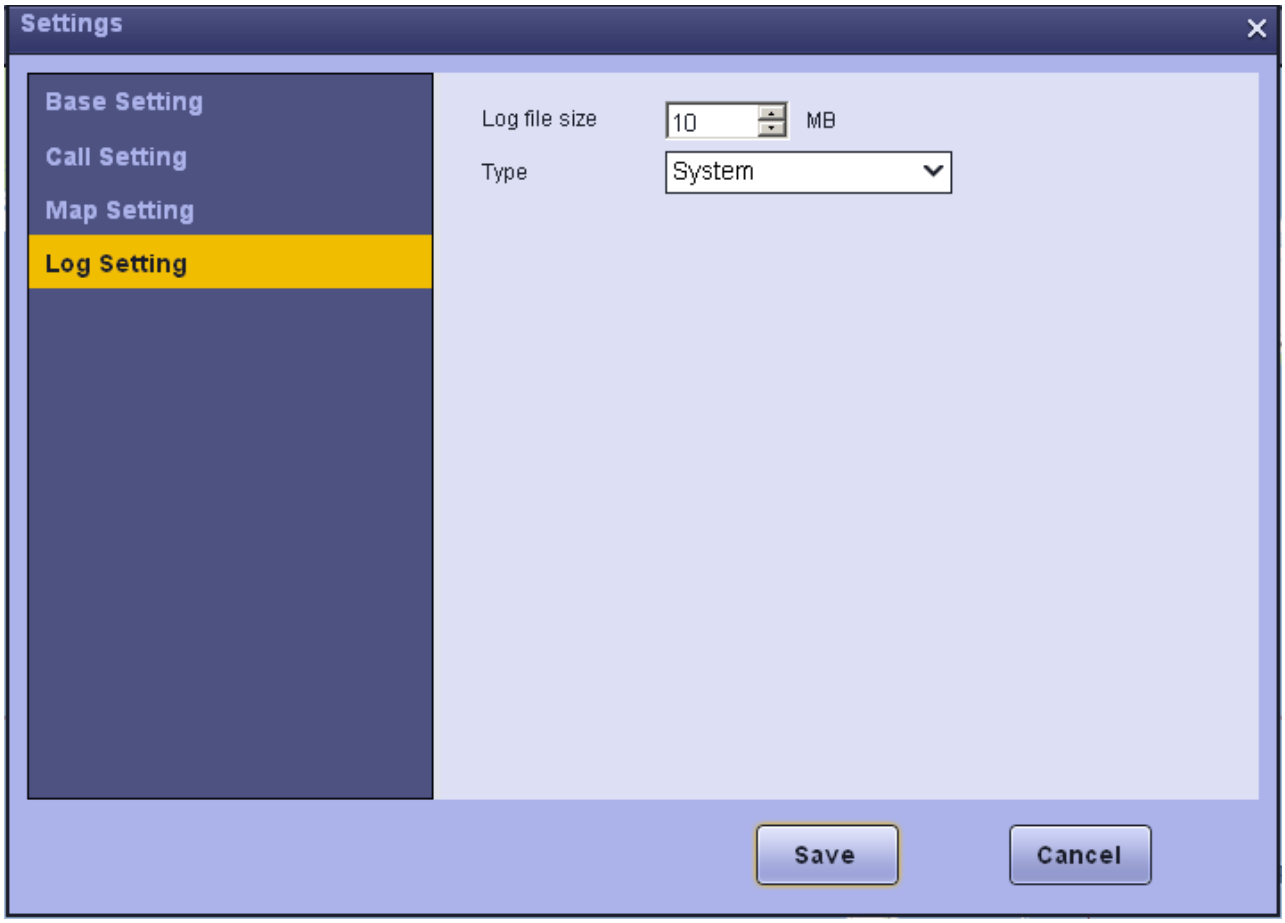
7.4.3 Map Settings

You can select the local city and the offline map file.



7.4.4 Log Settings

You can set the size and type of the log file.

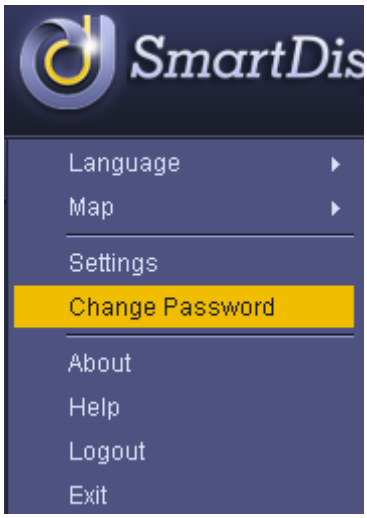


Parameter	Description
Log file size	Sets the maximum size of an individual log file.
Type	Sets what kind of information will be recorded in the log file.

7.5 Changing the Password

You can change the login password.

Step 1 Click on the upper left corner of the main window and select “Change Password”.



Step 2 Enter the old password, new password and confirm password respectively. The password must be within 4–16 characters.

Step 3 Click “Save” to finish.

7.6 About SmartDispatch Client

You can view the version and introduction of SmartDispatch, as well as copyright.

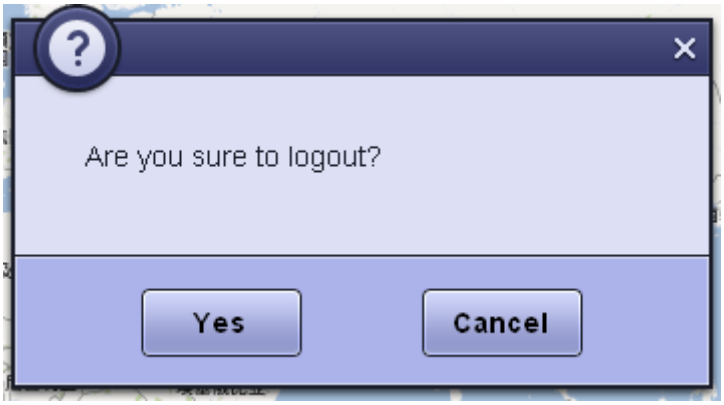
To view the above information, click on the upper left corner of the main window and select “About”.

To close this window, click “Close”.

7.7 Logging out of the SmartDispatch Client

You can log out of the SmartDispatch Client before leaving your monitor for security reasons.

To log out of the system, click on the upper left corner of the main window and select “Logout”, then click “Yes” in the pop-up dialog to finish.



7.8 Quitting the SmartDispatch Client

To quit the SmartDispatch Client, do as follows:

Click on the upper left corner of the main window and select “Exit”, then click “Yes” in the pop-up dialog to finish.

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